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REPORT

ON THE ACTIVITIES OF THE
COMMISSIONER FOR HUMAN RIGHTS
IN THE CITY OF MOSCOW, ON THE
OBSERVANCE AND PROTECTION
OF HUMAN AND CIVIL RIGHTS
AND FREEDOMS IN 2020



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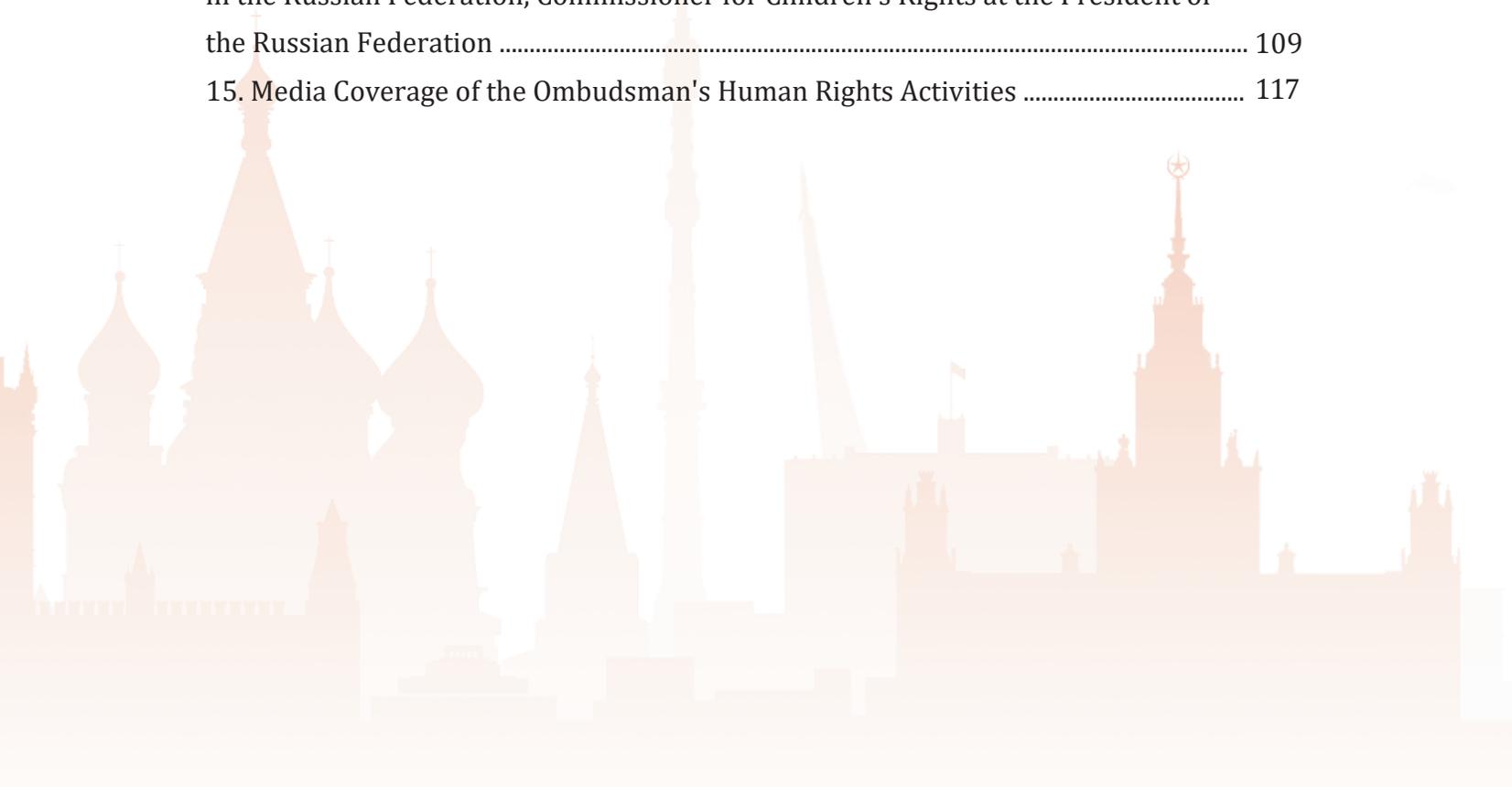
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Dear friends,

The year 2020 is over. This is indeed an unusual year.

Its main event was, of course, the fight against the coronavirus pandemic. The coronavirus was a serious challenge for the whole world, and, of course, for Russia. Almost half of the cases of infection were registered in the capital.

The Government of Moscow City took specific measures to combat the pandemic: the introduction of a high-alert regime, the self-isolation order for older citizens and those suffering from chronic diseases, citizens who arrived from abroad; the transfer of schoolchildren to a remote form of study, and working Moscow residents to a remote form of work; social monitoring was started, and passes for the movement of cars were introduced.

The majority of the population took these and other measures adequately, understanding the danger of spreading the disease. However, at the same time, the office of the Commissioner for Human Rights in the city of Moscow (hereinafter referred to as the Commissioner's Office) began to receive appeals from citizens who did not agree with the measures taken and believed that their rights were violated. The Commissioner, the staff of the Office and our experts joined in the work to explain the need to take such measures in order to respect the fundamental human right - the right to life.

At the same time, a number of Moscow residents came out to picketing, some of them were arrested and appealed to the Commissioner for Human Rights. Together with our colleagues from the Ministry of Internal Affairs, we worked out each case and in parallel conducted a lot of explanatory work through the media, the Internet, our website and the Moscow Ombudsman Bulletin.

In the first wave of the fight against the coronavirus, the Commissioner's Office received more than 500 appeals from residents of the capital.

It was during this period that the Government of Moscow took measures to support citizens in a difficult period: exemption from payment for capital repairs, cancellation of fines for overdue utility payments, a decision was made on a simplified procedure for payment of unemployment benefits, a regional surcharge was established for those who lost their jobs up to 19,500 Rubles per month, decisions were made on payments to pensioners, as well as to families with children from 3 to 16 years and other decisions to support Moscow residents, special attention was paid to business support.

The city's healthcare system took the brunt of the pandemic. The morbidity figures were growing, and one decision after another had to be taken urgently. Hospital buildings were rapidly erected; work in Moscow hospitals was rearranged.

The work of volunteers became more active. Many colleagues from among our experts became volunteers. The virus of kindness and help was stronger than Covid.

The Commissioner and the team did not stop working for a single day. All appeals of citizens were carefully studied, none remained unanswered.

Restrictions and crisis have become a serious test for all of us, but we have gained a new experience of humanism, human solidarity, and have become even more appreciative of seemingly customary rights and freedoms.

During this time, an incredible amount of work has been done. Everyone took part in the fight against the pandemic: those who were at their workplace and those who stayed at home. Despite the pandemic, the construction of roads and underground railways continued, the renovation program was carried on as usual, remote technologies in education were developing, and work on the creation of vaccines was underway.

We have had a difficult year. But the fight is not over. Today, a large-scale vaccination began in Moscow, which should help in the fight against the coronavirus. But people also have a lot of issues on this subject, and we continue to receive appeals from Moscow residents and work with them.

The most important thing is that we work in contact with our colleagues: Deputies of all levels, structures of the Moscow Government, the Human Rights Council, volunteers, our experts, security agencies, and the Prosecutor's Office of the city.

We entered the New Year with new hopes and confidence that justice, honesty, legality will always be the main thing in the work of the Commissioner for Human Rights in the City of Moscow (hereinafter referred to as the Commissioner). We all hope that in 2021 we will return to a normal life, where human rights and their observance are essential for sustainable development.

I see a special role of the Commissioner in support of human rights and social activity of civil society institutions, in the ability to listen and hear people, to solve difficult problems, and to find compromise solutions to controversial issues.

I hope that the information contained in the Report will be useful both for the executive and legislative bodies and for ordinary Moscow residents.

Thanks to everyone who was with us during this difficult year.

Take care of yourself and your loved ones.

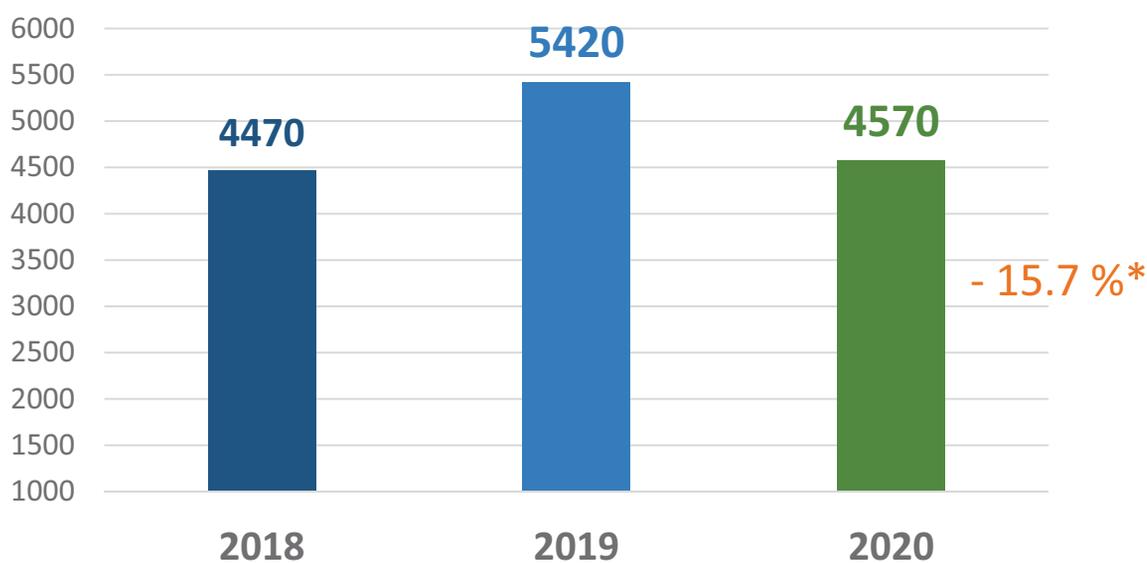


T.A. Potyayeva

1. STATISTICAL ANALYSIS OF THE WORK ON CONSIDERATION OF CITIZENS' APPEALS

In 2020, the Commissioner received 4,570 appeals on violations of human and civil rights and freedoms, including 423 appeals of citizens accepted by the Commissioner personally on the most difficult issues, as well as 124 collective appeals signed by more than 1,500 citizens.

General information on received appeals



**compared to 2019*

The number of appeals decreased by 15.7 % compared to 2019, which is due to the outflow of a large percentage of Moscow residents to voluntary self-isolation outside the city and migrants to their homeland.

New realities have made changes in the daily life of Moscow residents and, given the need for the majority of citizens to switch to the remote work, the online

audience of applicants who visited the official website of the Commissioner (ombudsman.mos.ru) increased by 30 % (from 90 thousand in 2019 to more than 130 thousand visitors in 2020). On average, 10,916 views per month were recorded, with the peak of visits falling in the first months of the quarantine (March-April - about 12 thousand) and December - 13,458 visitors.

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Method of admission to the Commissioner's Office	Quantity	%
From the personal reception of the Commissioner	454	9.93
From the personal reception of an employee of the Commissioner's Office	81	1.77
By mail, fax	1,769	38.71
By email	831	18.18
Submitted to the reception office of the Commissioner's Office	266	5.82
By phone	7	0.15
Field reception	24	0.53
From the Commissioner for Human Rights' website	1,114	24.38
Duplicate copy	24	0.53
Total appeals	4,570	100

Considering the ways of receipt of appeals, it should be noted that due to the current situation in 2020 the number of personal appointments of citizens with the Commissioner in compliance with all sanitary and epidemiological norms in-

creased by 30%.

At the same time, more and more citizens prefer sending electronic appeals through the official website of the Commissioner or by e-mail.

Applicant category	Quantity	%
Citizen (without special category)	1,626	35.58
Collective	124	2.71
Pensioner	162	3.54
Lawyer	14	0.31
Veterans of labor	7	0.15
Military personnel/former military personnel and their family members	19	0.42
Graduates of orphanages and boarding schools	1	0.2
Deputy of the State Duma of the Russian Federation, Moscow City Duma	86	1.88
Orphans left without parental care	13	0.28
Foreign citizen, stateless person	11	0.24
Person with HIA (disabled)	179	3.92
Migrant, refugee, emigrator	2	0.04
Multi-child family	200	4.38
Minor	13	0.28
Public organizations	62	1.36
Executive bodies of constituent entity	5	0.11
Local self-governing authorities	3	0.07
Suspect, accused, convicted	627	13.72
Complainant	45	0.98
Enterprise, institution, organization, individual entrepreneur	108	2.36
Representative by power of attorney	31	0.68
Legal representative	1,089	23.83
Conscript	41	0.9
Law enforcement officers/former officers	12	0.26
Student	4	0.09

Court, Prosecutor's office, police, court bailiff	4	0.09
Children's Rights Commissioner / Commissioner for Human Rights in the Russian Federation and the constituent entities of the Russian Federation	73	1.6
Combatant, The Great Patriotic War veteran	5	0.11
Educational institutions	4	0.09

The analysis of appeals by gender type in the percentage ratio is: 58.23% (2,661) of women and 39.06% (1,785) of men (as indicated above - 2.71 % (124) - collective appeals).

In 2020, the number of appeals from Deputies of the State Duma of the Russian Federation, the Moscow City Duma and Deputies of municipal districts increased.

The number of appeals from individual entrepreneurs, enterprises, organizations and institutions that applied to the Commissioner for clarification on the procedure for granting tax holidays and other measures of state support during the period of restrictions related to the spread of the coronavirus infection increased 3.5 times.

Due to the forced measure of self-isolation, the number of appeals from citizens receiving pensions decreased by 30%.

The number of appeals from suspects, accused or convicted remains at approximately the same level - 627 (14 %) on 846 issues. It should also be noted that many issues were resolved during visits by the Commissioner to the detention facilities of the Directorate of the Federal Prison Service of Russia for Moscow.

The introduction of a special regime in connection with the coronavirus infection in specialized institutions of the city of Moscow has affected the number of inspections conducted by the Commissioner in 2020 of neuropsychiatric units, labor veterans geriatric homes, detention facilities, and general education institutions. Their total number amounted to 26 visits, both planned and based on citizens' requests. As part of the exercise of the powers, the Commissioner resolved the maximum number of issues during the inspections, so their quality remained at a high level.

Considered with a positive result	2,539	58.84%
Negative result	15	0.35%
Directed within jurisdiction	183	4.24%
A different decision on the merits was reached	61	1.41%
Directed within jurisdiction with control	850	19.70%
Directed within territoriality	285	6.60%
The arguments of the complaint were not confirmed	379	8.78%
Return of complaint	3	0.07%

In 2020, 2,539 appeals were considered with a positive result, which is almost 59% of the total number of appeals considered, including those received in previous periods. Appeals with absolute

solution of raised issues amounted to 31% of the above indicator.

379 (8.78%) written appeals were examined by the Commissioner and the Office, in the course of which the argu-

ments stated in the appeal were not confirmed.

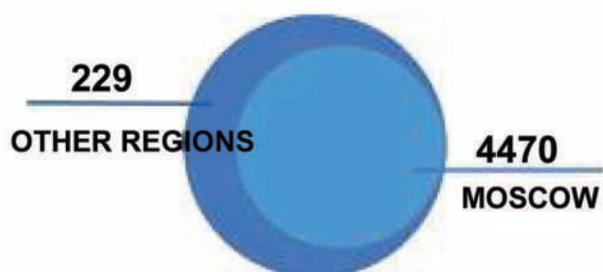
1,318 written appeals (30.54%) were sent within the jurisdiction or territoriality, including with control, to state authorities and local self-governing authorities, their officials, to organizations whose competence includes the resolution of the complaint on the merits, as well as to the commissioners for human rights and the rights of the child in the constituent entities of the Russian Federation, the Children's Rights Commissioner under the President of the Russian Federation and the Commissioner for Human Rights in the Russian Federation.

3 written appeals (0.07%) returned to the applicants, including on the grounds

of Part 1 and Part 3 of Article 11 of Federal Law No. 59-FZ dated May 2, 2006 "On the Procedure for Consideration of Appeals of Citizens of the Russian Federation" (the appeal does not specify the surname of the citizen who sent the appeal, or the address (postal, electronic) to which the response should be sent, the appeal contains obscene or offensive expressions).

The applicants were explained their right to repeated appeal in case of bringing the appeal into compliance with the requirements of the current legislation on their preparation.

The total number of issues posed in the appeals of citizens considered in 2020 amounted to 4,699, of which 4,470 were from the residents of Moscow.



The total number of issues posed in the received appeals amounted to 4470

The largest number of issues related to criminal proceedings - 15.48% (692). There were 154 issues (3.45%) on

ensuring human rights in detention facilities.

Issue	Quantity
CRIMINAL PROCEEDINGS	692
Reasonableness of prosecution	107
Initiation or refusal to initiate proceedings	161
Violations during the inquiry and preliminary investigation	147
Review of judgments	55
Interaction with law enforcement agencies	51
Change of preventive measure	35
ENSURING HUMAN RIGHTS IN DETENTION FACILITIES	154
Medical assistance	73
Conditions of detention in pre-trial detention facilities, temporary detention facilities	36
Medical examination	15
Other issues	168

Housing is still in the second place for Moscow residents - 13% (581). Although the pandemic has made some adjustments to the life of Moscow residents, but every-day issues find their solution, which will be discussed below in the relevant sections.

Issue	Quantity
HOUSING RIGHTS	581
Improvement of housing conditions	131
Registration of persons in need of housing	109
Renovation	48
Eviction without provision of another living accommodation	39
Eviction from departmental housing	26
Other issues	228

The issues related to education mainly concerned the placement of a child in a kindergarten, the educational process, which is related to the organization of remote learning of children. As in the previous year, these issues occupy the third place - 10.16% (454).

Issue	Quantity
EDUCATION	454
Placement of a child in a kindergarten	194
Educational process, organizational issues	125
Conflict situations in school, professional education institutions	54
Additional education	17
Other issues	64
Other issues	228

Social protection of the population annually occupies a large part of the work of the Commissioner, so the appeals of Moscow residents in this category continue to be received by the Commissioner's Office. The issues related to social provision (173), provision of benefits (72) and including the problem of blocking social cards of Moscow residents increased insignificantly compared to 2019 (196). At the end of the year, appeals on this issue continue to be received and are in progress.

Issue	Quantity
SOCIAL PROTECTION	338
Social provision	173
Benefits and allowances for categories of citizens in need of social protection	72
Pension provision	69
Unhindered access of persons with disabilities to infrastructure facilities	17
Other issues	7
Other issues	228

Issues of protection of the rights of residents of the capital in the field of healthcare service decreased compared to the previous year (343) and amounted to 6.02 % (269) of the total number of issues.

This demonstrates coordinated, clear, timely actions of the Moscow Government and other structures of city authorities during the pandemic.

Issue	Quantity
HEALTHCARE SERVICE	269
Work of medical institutions, medical services	85
Provision of the population with medicines	64
Provision of medical and preventive care	40
Medical and social assessment issues	26
Hospitalization	10
Other issues	44

The number of issues related to economic and property rights as well as civil proceedings can be compared with the

result of the previous period. It was 306 (6.85%) and 254 (5.68%) respectively.

Issue	2019	2020
ECONOMIC AND PROPERTY RIGHTS, PRIVATE PROPERTY	311	306
CIVIL PROCEEDINGS	248	254

Compared to 2019 (12), the indicators on the subject of administrative proceedings increased - 109 (2.44%).

Issue	Quantity
ADMINISTRATIVE PROCEEDING	109
Reasonableness of prosecution	51
Initiation or refusal to initiate proceedings	30
Review of judgments	8
Unlawful detention	6
Other issues	14

Statistical data on other issues in citizens' appeals

Subject of issues	Num. of questions (5% or less*)
Disputes related to the upbringing of children	244 (5.3%)
Improper performance of parental duties	116 (2.5%)
Urban planning and development of urban infrastructure	116 (2.5%)
Administrative proceedings	109 (2.38%)
Housing and utilities issues	105 (2.29%)
Inhuman treatment and exploitation	92 (2%)

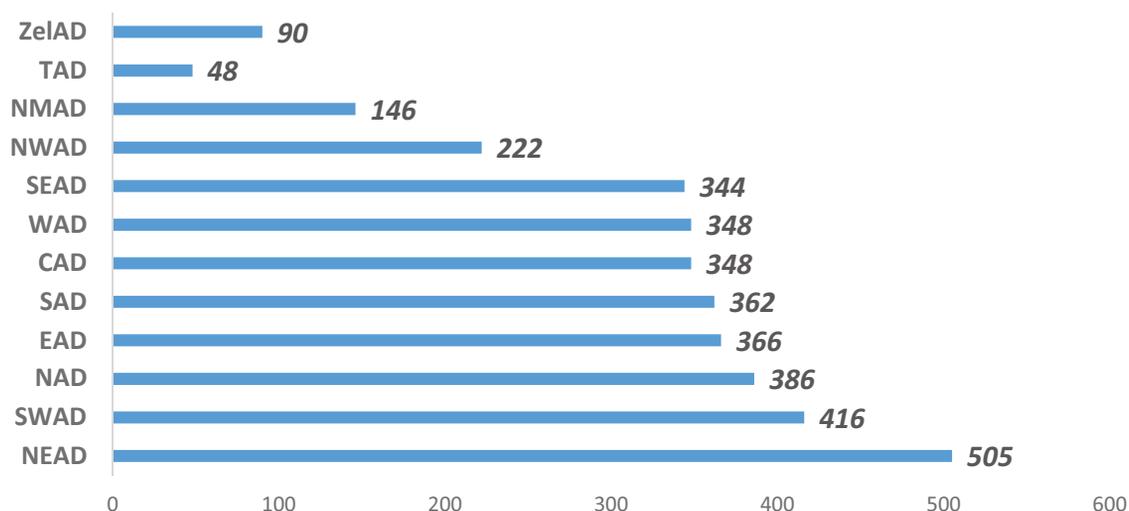
Migration and inter-ethnic relations	92 (2%)
Labor rights	82 (1.8%)
Exercise of the right of appeal and personal reception in state bodies	71 (1.6%)
Ecology and nature management	70 (1.5%)
Personal rights and freedoms, political rights	61 (1.3%)
Rights of draft age personnel	40 (0.87%)

* of the total number of issues raised in the appeals

Data on the Issues Posed in the Appeals of Moscow Residents and Metropolitans by District

The largest number of issues came from the North-Eastern Administrative District of Moscow - 505 (11.3%), and the North-Eastern Administrative District has the highest number of issues on housing - 96 (2.15%). The issues of protection of housing rights, as mentioned above, were in the first place in most districts.

However, in the North-Western, Troitskiy and Novomoskovskiy Districts the education issues dominate. In the Zelenograd District, the issues related to healthcare service prevail - 31 (0.69%), however, the largest number of issues in this category came from the Eastern Administrative District - 37 (0.83%).



Details of the most relevant subjects within the districts are presented in the table below.

Administrative district, subject	Quantity	%*/ %**
NORTH-EASTERN	505	11.3
Housing rights	96	2.15/19.01
Urban planning and development of urban infrastructure	53	1.19/10.5
Criminal proceedings	48	1.07/9.5

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Education	34	0.76/6.73
Disputes related to the upbringing of children	32	0.72/6.34
SOUTH-WESTERN	416	9.31
Housing rights	72	1.61/17.31
Criminal proceedings	52	1.16/12.5
Economic and property rights, private property	46	1.03/11.06
Education	34	0.76/8.17
Social protection	27	0.6/6.49
NORTHERN	386	8.64
Housing rights	69	1.54/17.88
Education	40	0.89/10.36
Criminal proceedings	38	0.85/9.84
Social protection	34	0.76/8.81
Healthcare Service	29	0.65/7.51
EASTERN	366	8.19
Housing rights	71	1.59/19.4
Healthcare Service	37	0.83/10.11
Social protection	35	0.78/9.56
Criminal proceedings	31	0.69/8.47
Education	25	0.56/6.83
SOUTHERN	362	8.1
Housing rights	43	0.96/11.88
Criminal proceedings	36	0.81/9.94
Social protection	35	0.78/9.67
Education	27	0.6/7.46
Healthcare Service	27	0.6/7.46
CENTRAL	348	7.79
Housing rights	62	1.39/17.82
Criminal proceedings	52	1.16/14.94
Civil proceedings	34	0.76/9.77
Economic and property rights, private property	29	0.65/8.33
Education	23	0.51/6.61
WESTERN	348	7.79
Housing rights	45	1.01/12.93
Education	41	0.92/11.78
Healthcare Service	35	0.78/10.06
Social protection	34	0.76/9.77
Civil proceedings	34	0.76/9.77

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SOUTH-EASTERN	344	7.7
Housing rights	54	1.21/15.7
Education	46	1.03/13.37
Social protection	41	0.92/11.92
Economic and property rights, private property	27	0.6/7.85
Civil proceedings	27	0.6/7.85
NORTH-WESTERN	222	4.97
Education	37	0.83/16.67
Economic and property rights, private property	24	0.54/10.81
Housing rights	22	0.49/9.91
Criminal proceedings	22	0.49/9.91
Social protection	20	0.45/9.01
NOVO-MOSKOVSKIY	146	3.27
Education	45	1.01/30.82
Social protection	16	0.36/10.96
ZELENOGRADSKIY	90	2.01
Healthcare Service	31	0.69/34.44
TROITSKIY	48	1.07
Education	12	0.27/25

* of the total number of appeals received from the residents of Moscow

** of the total number of appeals received from the district

In the appeals from the residents of address, but related to the city of Moscow, the capital, received without specifying the the subject was distributed as follows.

Moscow, subject	Quantity	%*/ %**
Territory not specified	419	9.37
Education	86	1.92/21.24
Criminal proceedings	61	1.36/14.56
Social protection	40	0.89/9.55
Economic and property rights, private property	37	0.83/8.83
Housing rights	31	0.69/7.4
Healthcare Service	28	0.63/6.68
Migration and inter-ethnic relations	27	0.6/6.44
Disputes related to the upbringing of children	24	0.54/5.73

* of the total number of appeals received from the residents of Moscow

** of the total number of appeals received from the district

470 (10.51%) appeals were received from the detention facilities in the territory of Moscow, concerning criminal proceedings - 291 (6.51%), ensuring human rights in detention facilities - 99 (2.21%), including medical care issues - 45. This subject will be covered in more detail in the relevant section of the Report.

Statistical Monitoring of the Work of the Moscow Ombudsman and the Office During the Spread of the Coronavirus Infection

In 2020, the Office of the Moscow Ombudsman received 328 appeals (7.18%) related to the spread of coronavirus infection, on the work of medical institutions and emergency medical services, on the organization of remote learning of schoolchildren and students, on the violation of labor rights of employees by employers, on blocking of social cards of Moscow residents, on changing the measure of restraint for persons detained, on explaining the procedure for issuing a pass, compliance with the regime of self-isolation, movement around the city during the quarantine period, on granting rent and tax holidays.

Subject	Quantity	%*
Healthcare Service	56	17.07
Economic and property rights, tax law	51	15.55
Education	38	11.59
Administrative proceedings	37	11.28
Criminal proceedings (including 1 collective), ensuring human rights in detention facilities	28	8.54
Labor rights	14	4.27
Social protection	13	3.96
Explanations:	71	21.65
- on the introduction of quarantine	35	10.67
- on the procedure for issuing passes	21	6.4
- on compliance with the self-isolation regime	15	4.57
Other issues	20	6.1

* of the total number of appeals received on the subject of COVID-19

2. ON INTERACTION WITH DEPUTIES OF THE MOSCOW CITY DUMA

The annual report of the Commissioner in the Moscow City Duma on the results of work in 2019 found a lively response of the new Deputy Corps and presented to the parliamentarians a detailed picture of the human rights protection work carried out by the Commissioner, positive experience and law enforcement practice in promoting the protection of the rights and legitimate interests of citizens in the capital.

In 2020, the Ombudsman continued interaction with the Deputy Corps of the Moscow City Duma.

The Commissioner took part in on-line mode in the work of the Moscow City Duma's specialized commissions on labor and social policy; on education, as well as in events of the City Parliament on human rights issues.

In 2020, the Ombudsman's Office received 77 appeals from 26 out of 45 parliamentarians on promoting the protection of the rights and legitimate interests of Moscow residents.

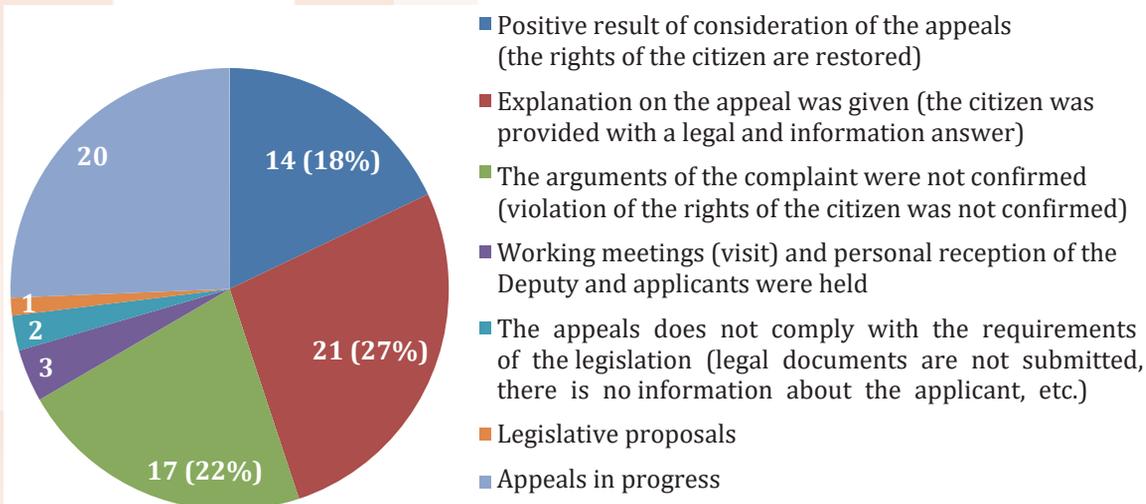
It should be noted that in 2018 there were 18, and in 2019 - 27 such appeals.

The analysis shows a significant 3.5 times increase in appeals of the Deputy Corps in 2020.

In the course of work on appeals of Deputies in 2020, the Commissioner sent over 100 requests to the federal authorities, the Moscow Government, the City Prosecutor's Office, the Main Directorate of the Ministry of Internal Affairs of Russia for the city of Moscow, and the Directorate of the Federal Prison Service of Russia for Moscow, the bailiffs' service and other organizations, as well as visits to the territory of a number of urban districts.

For each appeal, the Ombudsman's Office provided written explanations of a legal nature containing information on the methods of protection and recovery of violated rights, competence and territorial jurisdiction of the authorities, provided information and reference. Assistance in resolving situations within the competence of the Commissioner was provided upon reasonable appeals.

Analysis of appeals of the Moscow City Duma Deputies



Subjects of appeals of the Moscow City Duma Deputies



3. ON INTERACTION WITH LAW ENFORCEMENT AGENCIES

Interaction with the Main Directorate of the Ministry of Internal Affairs of the Russian Federation for the City of Moscow

The effectiveness of the protection of human and civil rights and freedoms largely depends, among other things, on the level of interaction between the Commissioner and the territorial agencies of the internal affairs of the Russian Federation for the city of Moscow, as a considerable number of appeals received by the Moscow Ombudsman, affects the competence of the police.

In connection with the complaints received by the Office of the Commissioner in 2020 about the commission of crimes and administrative offences against them, failure to take measures against offenders, detention by police officers, inhuman treatment by representatives of the authorities, etc., 218 appeals were sent to the Main Directorate of the Ministry of Internal Affairs of Russia for the city of Moscow and its subdivisions.

Appeals were sent, including the results of consideration of 327 complaints of citizens received by the Office of the Commissioner, on the activities of employees of the subdivisions of the Main Directorate of the Ministry of Internal Affairs of Russia for the city of Moscow.

In cooperation with the Main Directorate of the Ministry of Internal Affairs of Russia for the city of Moscow in 2020, it was possible to solve a number of problems addressed by citizens.

For example, Mrs. S. appealed to the Commissioner with a complaint about unlawful actions of unknown persons in respect of her mother, as a result of which the residential premises belonging on the right of ownership to the relative were pledged.

It followed from the S.'s appeal that the applicant had repeatedly applied to the police and the Prosecutor's Office for the

criminal prosecution of unknown persons who had committed fraudulent acts, but no appropriate measures had been taken.

In response to the appeal of the Commissioner for the protection of the rights of Mrs. S., the Main Directorate of the Ministry of the Internal Affairs of Russia for the city of Moscow reported that following the results of the additional examination on September 8, 2020, the Investigation Department of the Department of the Ministry of Internal Affairs of Russia for the Dmitrovskiy district of Moscow initiated a criminal case on the grounds of the corpus delicti provided for by Part 3 of Article 30, Part 4 of Article 159 of the Criminal Code of the Russian Federation (Preparation for a crime and attempted crime, Fraud).

In another case, the Commissioner was approached by Mrs. G., 97 years old, with a statement about fraudulent actions, expressed in the theft of funds belonging to her by unidentified persons via Internet telephony, as a result of which she suffered damage in the amount of more than 370,000 Rubles.

The Commissioner initiated a corresponding appeal to the Main Directorate of the Ministry of Internal Affairs of Russia for Moscow with a request to conduct a procedural check with the establishment of all the circumstances of the incident.

Based on the results of the check activities, the Main Directorate of the Ministry of Internal Affairs of the Russian Federation for the city of Moscow informed the Moscow Ombudsman that the Department of the Ministry of Internal Affairs of the Russian Federation for the Basmanny district of Moscow on December 16, 2020 initiated a criminal case on the grounds of the corpus delicti provided for by

Part 3 of Article 159 of the Criminal Code of the Russian Federation (Fraud).

The positive reaction ended the examination of the appeal of the Commissioner on the application of Mrs. V. on improper investigation by the Investigation Department of the Department of the Ministry of Internal Affairs of Russia for the Otradnoe District of Moscow of the criminal case initiated on August 13, 2020 on the fact of embezzlement of funds in the amount of 145,932 Rubles from her.

According to the results of the check, the Main Directorate of the Ministry of Internal Affairs of Russia for Moscow informed the Commissioner that the progress and results of the investigation in the criminal case, in which Mrs. V. is a victim, as well as the execution of these instructions were put under control. At the same time, an official check was conducted on the fact of improper organization of the investigation at the initial stage and non-compliance with the requirements of the criminal procedural legislation, under results of which disciplinary measures were applied to the guilty officials.

Also upon the appeal of the Commissioner for the protection of the rights of Mrs. G., who became a victim under the criminal case initiated in connection with the embezzlement of funds in the amount of 50,000 Rubles from her, the Main Investigation Department of the Main Department of the Ministry of Internal Affairs of Russia for Moscow put under control the course and results of the investigation. In order to complete and comprehensive investigation of the criminal case under investigation by the Investigation Department of the Department of Russian Ministry of Internal Affairs of Russia for the Ochakovo-Matveevskoe district of Moscow, instructions were given to conduct specific investigative and procedural actions. An official check was initiated upon the revealed violations.

The Commissioner's Office receives complaints not only from persons who have suffered from crimes, but also from other participants in criminal proceedings.

The Commissioner was approached by citizen K., who was a witness in the criminal case under investigation by the Investigation Department of the Directorate of the Internal Affairs for the South-Eastern Administrative District of the Main Directorate of the Ministry of the Internal Affairs of Russia for Moscow, with a complaint about the non-return of his personal belongings seized in the course of the investigative actions.

According to the results of the examination of the Commissioner's appeal in the interests of Mr. K. the Main Investigation Department of the Main Directorate of the Ministry of Internal Affairs of Russia for Moscow informed that the investigation body had issued to Mr. K. 3 mobile phones belonging to him, the laptop and the flash card seized during the search in his home.

At the same time, as the Commissioner was informed, the management of the Investigation Department of Internal Affairs for the South-Eastern Administrative District of the Main Directorate of the Ministry of Internal Affairs of Russia for Moscow was strictly instructed to organize a proper investigation of the criminal case, and was also instructed to conduct an official check on the fact of the violations found.

The Main Directorate of the Ministry of Internal Affairs of Russia for Moscow positively considered the appeal of the Commissioner in defense of the rights of citizen S., who filed a complaint about the violation of silence and peace at night by an occupant of the neighboring apartment.

In order to prevent violations on the part of the occupant of the neighboring residential premises, in respect of which the appeal was received, the officers of the Department

of Russian Ministry of Internal Affairs of Russia for the Yaroslaskiy district of Moscow issued a warning about the inadmissibility of actions that create conditions for the commission of crimes and administrative offences.

In three cases, upon the complaints of Moscow residents about the violation of silence and peace at night committed by neighbors, on the basis of the appeals of the Commissioner, police officers conducted preventive conversations with

persons whose behavior caused indignation of the citizens about the inadmissibility of unlawful actions against neighbors. As a result of the measures taken, there were no repeated letters on this issue.

In general, the Commissioner's office considered 32 applications concerning the activities of employees of the system of the Main Directorate of the Ministry of Internal Affairs of Russia for Moscow with a positive result.

Interaction with the Moscow Prosecutor's Office

In connection with the received complaints of citizens in 2020 about disagreement with the decisions on refusal to initiate criminal proceedings, bringing to criminal liability, on violation of the rights of minors, unlawful actions of employees of law enforcement agencies, as well as on other issues, the Commissioner sent 290 applications to the Prosecutor's Office of the city of Moscow.

Upon the Commissioner's appeals the bodies of the City Prosecutor's Office annulled 74 decisions on refusal to initiate a criminal case and 12 decisions to suspend the preliminary investigation (inquiry), 40 requests to eliminate the violations of the criminal procedural legislation were sent to the management of the investigation bodies, which were considered and satisfied.

According to the materials of checks and criminal cases in connection with the appeals of the Commissioner, the bodies of the City Prosecutor's Office found violations of the reasonable time of criminal proceedings provided for by Article 6.1 of the Russian Federation Code of Criminal Procedure, in this connection 28 requirements and 65 remedial action orders were made to the heads of subdivisions (bodies) of the Main Directo-

rate of the Ministry of Internal Affairs of Russia for Moscow, the violations were eliminated, and 33 officials of the internal affairs bodies were brought to disciplinary liability.

For example, the check carried out upon the Commissioner's appeal in the interests of citizen P. on the unlawful occupation of the applicant's flat, theft of property, infliction of bodily injuries showed that the police officers had committed violations of the criminal procedural legislation, which had led to the delivery of the unlawful decision to refuse to institute a criminal case.

This decision of the Cheremushkinskiy Interdistrict Prosecutor's Office of Moscow was annulled and the material was sent for an additional check, which allowed taking the legal procedural decision.

The City Prosecutor's Office submitted the remedial action order to the Main Directorate of the Ministry of Internal Affairs of Russia for Moscow, and the guilty officials were brought to disciplinary liability based on the results of its examination.

According to the results of the examination of the Commissioner's appeals in the interests of citizen S., it was establi-

shed that the Zyuzinskiy Interdistrict Investigation Department of the Investigation Department for the South-Western Administrative District of the Central Investigation Department of the Investigation Committee of Russia for the city of Moscow conducted the procedural check on the fact of falsification of evidence by the representatives of the Lyutorka gardeners' non-commercial partnership superficially, the investigation body issued a decision to refuse to initiate a criminal case due to the expiration of the limitation period for criminal prosecution.

The First Deputy Prosecutor of the city annulled this decision, organized an additional inquiry, Zyuzinskiy Interdistrict Prosecutor of Moscow was instructed to strengthen supervision over the activities of the above-mentioned investigation department.

In another case, on October 29, 2020, the Commissioner's Office received a complaint from 76-year-old T. about embezzlement of funds from her by representatives of legal companies under the pretext of rendering services.

As it was stated in the appeal, T. had previously applied to law enforcement agencies with the relevant statements, but the Department of Russian Ministry of Internal Affairs for the Arbat district of Moscow (hereinafter - the Arbat DIA) and the Department of Russian Ministry of Internal Affairs for the Krasnoselskiy district of Moscow (hereinafter - the Krasnoselskiy DIA) decided not to institute a criminal case.

Upon Mrs. T.'s complaint, the Commissioner initiated the relevant prosecutor's investigations, following which the decision to refuse to initiate a criminal case, delivered by the Krasnoselskiy DIA, was annulled by the Meshchanskiy Interdistrict Prosecutor's Office of Moscow. Subsequently, after additional investigating activities, on December 14, 2020 a criminal case was initiated on the basis of the corpus

delicti provided for by Part 3 of Article 30, Part 2 of Article 159 of the Criminal Code of the Russian Federation (Fraud).

The decision of the Arbat DIA to refuse to institute the criminal case was also annulled by the Presnenskiy Interdistrict Prosecutor's Office of Moscow due to the presence of signs of fraud.

At the same time, the Moscow Prosecutor's Office sent the material to the Investigation Department of the Arbat DIA to resolve the issue of criminal prosecution of the persons who committed the crime.

Consideration of the Commissioner's appeal on the application of M. about fraudulent actions on the part of S. and inaction of police officers also ended up in initiation of the criminal case.

The Lefortovskiy Interdistrict Prosecutor's Office of Moscow found unlawful the procedural decision on the appeal of M. about the crime, the material was returned for an additional check, according to the results of which on July 10, 2020 the Investigation Department of the Department of the Ministry of Internal Affairs of Russia for the Yuzhnoportovoy district of Moscow initiated a criminal case on the grounds of the crime provided for by Part 2 of Article 159 of the Criminal Code of the Russian Federation.

The adoption of measures of the Prosecutor's response was the result of consideration of the Commissioner's appeal on the application on violation of the rights of L. and F., who are victims in the criminal case initiated by the Preliminary Investigation Department of the Department of the Ministry of Internal Affairs of Russia for the Perovo district of Moscow on the fact of infliction of bodily blows.

In the process of examination of the criminal case in connection with the Commissioner's appeal on detected violations of the criminal procedural legislation in the course of its investigation and consideration of the filed motions, the

Perovo Interdistrict Prosecutor's Office of Moscow took measures of Prosecutor's response, the official who committed the violations was brought to disciplinary liability.

On the initiative of the Commissioner, the Moscow City Prosecutor's Office considered the complaint of citizen Z. concerning violation of silence and omission of officials of the Department of the Ministry of Internal Affairs of Russia for the Kryukovo district of Moscow (hereinafter - the Kryukovo DIA), as well as the Administration of the Kryukovo district of Moscow (hereinafter - the Kryukovo Administration).

According to the results of the check, the District Prosecutor's Office sent an instruction to the Kryukovo Administration on the organization of consideration of citizens' appeals concerning violation of public order and public safety in accordance with the norms of the current legislation.

In order to prevent violations of public order, the applicant's address was taken by the officers of the Kryukovo Department of the Russian Ministry of Internal Affairs for additional patrolling.

Also, based on the results of the consideration of the Commissioner's appeal in the interests of Z. the City Prosecutor's Office informed that an information letter was sent to the Government of Moscow with a proposal to use the algorithm of actions provided for by Part 1 of Article 28.6 of the Administrative Offences Code of the Russian Federation, according to which the absence of an administrative offence report does not prevent the officials of the Administrations of districts of Moscow from delivering the relevant decisions on bringing to administrative responsibility, provided that the applicant has a body of evidence of the fact of committing an offence.

An example of successful interaction between the Commissioner and the Moscow Prosecutor's Office was the work done on the appeal of the Moscow Ombudsman rela-

ted to the complaint of defendant K. on the inaction of the officers of the division of security and convoy of suspects and accused, expressed in the failure to suppress cases of tobacco smoking in an unidentified place - the detainee holding room of the Meshchanskiy District Court of Moscow.

Based on the results of the consideration of the Commissioner's appeal, in order to take additional measures aimed at protecting the health of suspects and accused detained in detainee holding rooms of the courts from the effects of ambient tobacco smoke and the consequences of tobacco consumption, the City Prosecutor's Office sent an information letter to the head of the Main Directorate of the Ministry of Internal Affairs of Russia for Moscow.

Subsequently, the Main Directorate of the Ministry of Internal Affairs of Russia for Moscow informed the Commissioner of the direction to the subordinate units of the instruction, in the framework of which the local heads were ordered in the course of briefings of convoy teams, entering the service of protection and conveying of suspects and accused, to obligatorily orient the personnel to the prohibition of smoking by the escorted persons both in the cells of special vehicles and detainee holding rooms of the courts of the city of Moscow. In case of non-compliance of the suspects and accused with the lawful requirements of the police officers, seize items that contribute to the use of tobacco products in accordance with the established procedure.

It is also worth noting the results of consideration by the City Prosecutor's Office of the Commissioner's appeal in the interests of employees of Kosino-Uhtomskiy Center for Family and Childhood Support, the state budget institution of Moscow of the Eastern Administrative District of Moscow, (hereinafter referred to as the Center) on the issues of disagreement with the actions of the management of the institution.

According to the results of the check, the Perovo Interdistrict Prosecutor's Office

of Moscow found a number of violations in the sphere of sanitary and epidemiological legislation, requirements of the legislation on fire safety, etc. in the activities of the institution; a corresponding remedial action order was made, according to the results of the consideration of which the guilty persons were brought to disciplinary and administrative responsibility.

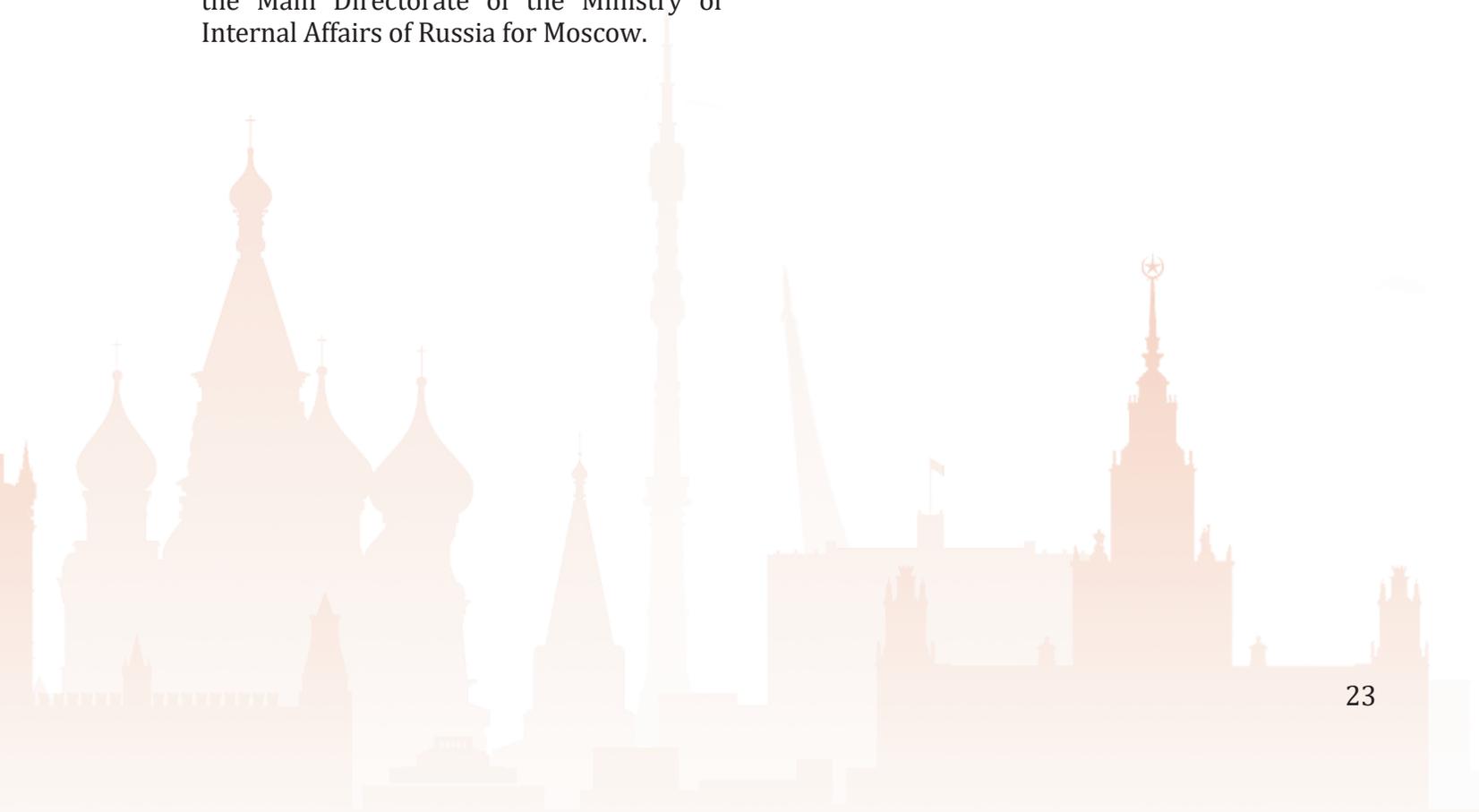
On the basis of the Commissioner's appeals to the Moscow Prosecutor's Office on the complaint of citizen K. concerning illegal entering into the federal database of information about his criminal prosecution, in the course of the relevant check it was established that K.'s fingerprints do not correspond to the fingerprints of the person convicted by the Preobrazhenskiy District Court of Moscow under his data.

After the checks and other activities, the Commissioner was informed by the City Prosecutor's Office that on May 25, 2020 the Directorate of Internal Affairs for the Eastern Administrative District of the Main Directorate of the Ministry of Internal Affairs of Russia for Moscow sent a letter on making the relevant adjustment to the database to the Zone Information Center of the Main Directorate of the Ministry of Internal Affairs of Russia for Moscow.

In 2020, the City Prosecutor's Office examined 14 appeals of the Commissioner concerning the issues of observance of the rights of citizens in detention facilities.

Thus, upon the Commissioner's appeal on violation by the Directorate of the Federal Prison Service of Russia for Moscow of the requirements of Federal Law No. 59-FZ dated 02.05.2006 "On the Procedure for Consideration of Appeals of Citizens of the Russian Federation", when examining the complaint of accused P., a check was carried out, according to the results of which the arguments set out in the appeal were confirmed. In this regard, the Head of the Directorate of the Federal Prison Service of Russia for Moscow was received the remedial action order, which was considered and satisfied.

Thus, combining efforts in solving the tasks assigned to the Commissioner and the Prosecutor's Office of the city of Moscow, and continuing the operational exchange of information on the detected violations of the federal legislation, contributes to the restoration of violated rights and freedoms of citizens.



4. ON IMPROVEMENT OF LEGISLATIVE REGULATION IN THE SPHERE OF CIVILIAN WEAPON IN CIRCULATION

In the city of Moscow, as in other regions of the Russian Federation, there are high profile crimes with the use of firearms. At the same time, unfortunately, educational institutions were not an exception to the number of places where people were killed or injured as a result of shooting from various types of weapon.

One of the first well-known cases of shooting in an educational institution occurred in Moscow school No. 263 in the Otradnoe district, where in February 2014 a 10th-grade student, armed with a carbine and a rifle, shot a geography teacher and took classmates hostage, and then opened fire on law enforcement officers who arrived at the scene, killed one patrol officer and seriously wounded another.

Subsequently, high-profile incidents related to the commission of murders by young people and other particularly serious crimes with the use of weapons took place in other educational institutions, including the Kerch Polytechnic College (October 2018 and the Amur Construction and Housing-Communal Services College (November 2019).

Today, it is impossible to exclude the recurrence of such tragedies, in connection with which, according to the Commissioner, the current situation requires the adoption of additional measures of the state response.

In order to obtain information on the problems of firearms in circulation, the Commissioner sent relevant requests to the Main Directorate of the Federal National Guard Troops Service for Moscow and the Main Directorate of the Ministry of Internal Affairs of Russia for Moscow.

In response to the Commissioner's appeal, the Main Directorate of the Federal National Guard Troops Service for Moscow informed that at present there are often

issues of ensuring the function of control over the circulation of weapons available to citizens, if it is not stored at the place of residence, but is actually stored in places of temporary stay. The requirements to equipping such places of temporary storage of weapon are not established by the laws, and are limited only to the obligation of the owner to prevent access to weapon for unauthorized persons, which is perceived by citizens in some cases incorrectly, leading to the possession of weapon by unauthorized persons and its illegal circulation, which in turn can undoubtedly lead to serious violations of public interests and rights of other persons.

This problem is aggravated by the fact that the laws do not establish the obligation of citizens who are the owners of weapon to notify the licensing and permitting units of the Federal National Guard Troops Service of the intention and facts of storage of weapon in places of temporary stay. This circumstance significantly complicates the implementation of the state function to control its circulation.

The way to solve this problem can be the legislative recognition of the corresponding obligation of citizens to ensure the conditions of storage of weapon in places of actual stay, in compliance with the requirements for equipping the places of weapon storage similar to the place of residence, as well as the obligation of citizens to notify the licensing and permitting units of the Federal National Guard Troops Service at the place of registration of weapon of the intention and the facts of changing the place of its storage, except for the cases of short-term storage of weapon in places of hunting.

Also, there is an acute problem of

civilian weapon circulation that is not subject to licensing (deactivated (dummy) weapons, pneumatic weapons with muzzle energy of less than 7.5 J, electric shock devices, gas mechanical and aerosol dispensers). Due to the lack of a clear understanding of the legal status of these products by the subjects of regulated legal relations, often there is a situation in which legal entities and individuals, without realizing the legal consequences, carry out free sale (especially through the Internet, including announcements in social networks and Internet trading platforms), transfer and use of such weapons, which is an increased danger to society and allows the use of such weapons by minors, intruders, persons with contraindications to the possession of weapons, as well as during mass events, in places of large crowds, and on the territories of educational institutions.

The availability of such weapons has steadily shaped public opinion that the procedure for circulation of this type of weapon is not defined and, therefore, persons who have such weapons do not fall under the responsibility for any violations of the rules governing the circulation of civilian weapons on the territory of the Russian Federation, established primarily by Federal Law No. 150-FZ dated December 13, 1996 "On Weapons" and the Rules of Circulation of Civilian and Service Weapons and Ammunition on the Territory of the Russian Federation approved by Resolution of the Government of the Russian Federation No. 814 dated July 21, 1998, which also creates preconditions and opens up great opportunities for uncontrolled possession of such weapons, its further reconfiguration and use in the criminal environment.

In order to prevent such consequences of uncontrolled circulation of weapons, manufacturers of such devices should be obliged to

clearly indicate in the accompanying documentation that the products belong to civilian weapons and, accordingly, the obligation of the person purchasing it to comply with the established rules of weapon circulation. In addition, it seems necessary to significantly tighten the responsibility for the illegal sale of such weapons by legal entities and individuals.

There are also problems when issuing permits to citizens in accordance with the procedure established by law. First of all, the difficulties are related to the lack of grounds provided for by Federal Law No. 323-FZ dated November 21, 2011 "On Fundamental Healthcare Principles in the Russian Federation" for providing medical information to the units of the Federal National Guard Troops Service, when the latter verify the reliability of the information specified in medical reports on the absence of contraindications to the possession of weapons provided by citizens in order to obtain permits (licenses) for weapons.

In these conditions, even if there are obvious signs of forgery of the said medical documents, the Federal National Guard Troops Service is deprived of the opportunity to independently obtain the required information from medical institutions in the process of making a decision on the provision of public services for the issuance of appropriate permits for weapons to citizens. Officials of the licensing and permitting units of the Federal National Guard Troops Service are forced to apply to the bodies of preliminary investigation and investigation in order to organize the verification of the authenticity of the above medical certificates in the manner prescribed by the Russian Federation Code of Criminal Procedure, which creates an additional burden on both agencies and does not allow to cover the entire volume of medical certificates received by the

Federal National Guard Troops Service.

In order to solve this problem, it is proposed to consider the issue of integration of reference and accounting information of the Ministry of Health of the Russian Federation with the electronic database of the Weapon Central Record System of the Federal National Guard Troops Service of the Russian Federation for electronic interaction in order to quickly obtain information both on the validity of medical certificates provided by citizens when filing applications, and on the fact of the examination of a citizen for the presence of various diseases that prevent the possibility of issuing a license (permit) for weapons.

It is also advisable to ensure electronic interaction with the executive authorities that provide citizens with the right to hunt, on the termination of the issued hunting tickets, due to the fact that their cancellation is one of the grounds for cancellation of valid permits for the storage and carrying of hunting firearms.

According to the Main Directorate of the Ministry of Internal Affairs of Russia for Moscow, the most urgent problems in the sphere of combating illegal circulation of firearms are also the free sale of deactivated (dummy weapons, which are widely used for reconfiguration into combat firearms, as well as the lack of pre-sale accounting of the components of cartridges (except for gunpowder, which allows individuals who are the owners of civilian long-barrel firearms to carry out independent cartridge charge for the specified weapons without restrictions.

The Main Directorate of the Ministry of Internal Affairs of Russia for Moscow considers it appropriate to introduce the following amendments to the existing legislation governing the circulation of firearms and deactivated (dummy weapons:

- prohibit free circulation of deactivated, defective and dummy weapons, as well as free sale of tools and components for its recovery;

- sale of dummy (deactivated) weapons to be carried out only through legal entities having the license for sale of hunting firearms and sports weapons;

- purchase and sale from one person who has the dummy (deactivated) weapons to another person shall be carried out through a gun shop, with the mandatory registration of this person and the goods purchased by him / her;

- prohibit individuals, who do not have the appropriate license, to sale free the products that are blanks for the main parts of firearms;

- prevent the sale of deactivated (dummy) weapons with signs of reconfiguration;

- introduce mandatory accounting of all components of cartridges when they are sold by licensed legal entities and organizations.

On the basis of the above information provided by the competent authorities, in order to consider the grounds for issuing, amending or invalidating (cancellation) the regulatory legal acts of the Russian Federation in the designated area, the Commissioner sent an appeal to the Russian Ministry of Justice with a request to consider the possibility of including in the draft monitoring plan the analysis of the law enforcement practice of the legislation governing legal relations arising from the weapon circulation or take other measures within the competence of the Ministry of Justice of the Russian Federation aimed at eliminating gaps in legal regulation in the this sphere.

After receiving the response of the Department of Criminal, Administrative and Procedural Legislation of the Ministry of Justice of the Russian Federation on the

need to study the issue of introducing relevant amendments to the legislation of the Russian Federation with the Federal National Guard Troops Service of the Russian Federation, the Commissioner sent

a corresponding appeal to the Federal Ombudsman T. N. Moskalkova in order to consider the above legislative proposals together with the Federal National Guard Troops Service.



5. ON THE OBSERVANCE OF HUMAN RIGHTS IN DETENTION FACILITIES

Detention facilities are of particular interest to the Commissioner in terms of monitoring human rights in them. Despite a certain degree of closeness of places where people are to stay in an enforcement procedure, in 2020 this fact, unfortunately, did not become a barrier to the new coronavirus infection, which required additional measures.

In order to prevent the occurrence and spread of the disease (COVID-19) among persons in detention facilities and employees of the relevant institutions, law enforcement agencies have implemented a set of sanitary and antiepidemic (preventive) measures.

In particular, in order to prevent the spread of the disease caused by the new coronavirus infection, the special regime was introduced in all institutions of the Directorate of the Federal Prison Service of Russia for Moscow from March 20 to July 1, and then from October 19 until special instructions were given. All pre-trial detention facilities were placed under full quarantine except Pre-Trial Detention Facility-7 and Pre-Trial Detention Facility-12, which began to work to receive newly arriving suspects and accused.

Groups of employees were identified to work in the institutions around the clock on a rotational basis for 15 days.

The scheme of organization of inpatient treatment for persons with suspected disease caused by the new coronavirus infection was developed.

In the branch "Hospital" of Primary Healthcare Unit-77 FGHI of the Federal Prison Service of Russia (hereinafter referred to as the Hospital), located in Pre-Trial Detention Facility-1, a department for treatment of COVID-19 patients with 96

beds was organized. Taking into account the number of patients and the severity of the disease, a patient routing scheme and the possibility of expanding the bed stock were developed. The necessary medical equipment, including oxygen concentrators, artificial lung ventilation devices, was provided for medical assistance to patients. The necessary stock of medicines was purchased.

Since April, a laboratory for diagnosing coronavirus infection has been functioning at the Hospital; it performed 35,898 tests.

With the confirmed diagnosis of COVID-19 from among the suspects, accused, convicted in 2020, 219 people were identified, 187 of them recovered. All patients received treatment in full, no deaths were allowed.

In 2020, the total number of employees registered with a confirmed diagnosis of COVID-19 was 497.

The facilities have a stock of protective equipment. To replenish them, production of reusable gauze flu mask for respiratory protection was organized on the basis of workshops of Pre-Trial Detention Facilities and Settlement Colony No. 2 (Zelenograd).

At the same time, the reception of personal medicines for the persons detained in the facilities of the Directorate of the Federal Prison Service of Russia for Moscow was organized, which was carried out in the premises located in the territory of Pre-Trial Detention Facility-1 (Matrosskaya Tishina). Medicines were sent by courier to the medical units of the facilities as soon as possible.

The adopted sanitary and antiepidemic (preventive) measures allowed holding a vote on the approval of

amendments to the Constitution of the Russian Federation in the pandemic conditions. The polling stations were organized in the detention facilities of the penal system and the bodies of internal affairs in compliance with the necessary sanitary and epidemiological requirements.

Prior to the vote, the Commissioner sent appeals to the Federal Prison Service of Russia, the Directorate of the Federal Prison Service of Russia for Moscow and the Main Directorate of the Ministry of Internal Affairs of Russia for Moscow with a request to inform citizens who are in detention facilities under their jurisdiction about the possibility to apply, among other competent authorities, to the Commissioner in case if, in their opinion, their rights provided for by the electoral legislation are violated. Relevant information, according to the replies received, was communicated to the voters.

The Commissioner observed online the voting in Pre-Trial Detention Facility-2 (Butyrka) and Pre-Trial Detention Facility-7. No violations of citizens' electoral rights were observed during the monitoring.

In total, 5,956 people (99.6%) voted in the pre-trial detention facilities of the Directorate of the Federal Prison Service of Russia for Moscow.

In Pre-Trial Detention Facility-1 Federal State Institution of the Federal Prison Service of Russia, the number of persons having the right to vote was 55 people, 100% of the voters took part in the elections.

In Pre-Trial Detention Facility-2 Federal State Institution of the Federal Prison Service of Russia, the total number of persons having the right to vote was 122 persons, of them 93 suspects and accused persons took part in the voting.

67 persons voted and 71 persons refused to vote in the temporary detention facilities of the Main Directorate of the Ministry of Internal Affairs of Russia for

Moscow.

13 persons voted and 42 persons refused to vote in special detention facilities for persons subjected to administrative arrest.

During the period of voting, as well as following its results, the Commissioner received no complaints or appeals from persons detained in detention facilities and having the right to vote.

Returning to COVID-19, it should be said that the Commissioner's Office received 46 appeals from persons detained, convicted, their relatives, defenders, as well as other citizens in connection with the situation related to the spread of the coronavirus infection.

The appeals concerned the issues of compliance with the sanitary and epidemiological requirements in the pre-trial detention facilities, the presence of diseases with symptoms of COVID-19 and the need for appropriate testing, medical assistance, suspension of the FSIN-letter service for sending electronic messages, the operation of the online store, changes in the restrictive measures, etc.

The situation with the pandemic caused the need to discuss the issues of protection of the rights of citizens, including those in detention facilities, in the conditions of the spread of the coronavirus infection at the regular meeting of the Public Expert Council under the Commissioner (hereinafter - the Council), held on May 19 in the format of a video conference.

The event was attended by members of the Council, the Head of the Directorate of the Federal Prison Service of Russia for Moscow, Sergey Moroz, as well as representatives of the human rights and attorney community.

A member of the Public Expert Council under the Commissioner, human rights activist Eva Merkacheva highlighted the problems faced in the Moscow pre-trial detention facilities: suspension of Internet orders for detainees in pre-trial

A member of the Public Expert Council under the Commissioner, human rights activist Eva Merkacheva highlighted the problems faced in the Moscow pre-trial detention facilities: suspension of Internet orders for detainees in pre-trial detention facilities; lack of personal protective equipment; difficulties with time in the open air for prisoners; inability to transfer medicines and parcels from relatives; non-admission of members of the Public Supervisory Commission of the city of Moscow; lack of testing for coronavirus.

It should be noted that the Commissioner discussed all the above and other issues, as well as the ways to resolve them with the head of the Directorate of the Federal Prison Service of Russia for Moscow Sergey Moroz by telephone a month before the Council meeting (April 13).

In the course of the event, the Head of the Moscow Department of the Federal Prison Service of Russia reported that the work of shops in the capital's detention facilities was arranged, where the arrested had the opportunity to purchase food and basic necessities. Investigators and lawyers are allowed to meet with suspects, accused and convicts in specially designated premises, which are carried out in compliance with all precautions through the glass. On a daily basis, the premises of the pre-trial detention facilities are disinfected and interaction with the local authorities is carried out on the issue of carrying out disinfection activities on the territory of the institutions.

At that time, the question of visiting the institutions of the penal system by the members of the Public Supervisory Commission of the city of Moscow during the period of measures to prevent the occurrence and spread of the coronavirus infection remained open. Subsequently, it was solved with the participation of the Commissioner.

Meanwhile, in this area of legal protection, cooperation is carried out with

the Public Supervisory Commission of the city of Moscow, in cooperation with which the Commissioner managed to resolve difficult situations faced by persons detained in detention facilities (for more details, see section XV (4) of the Report).

The Commissioner sent requests to the Federal Prison Service of Russia and its territorial body in Moscow, the Moscow Prosecutor's Office, as well as, if necessary, to the Prosecutor General's Office of the Russian Federation with a request to conduct a check and take appropriate response measures on each letter and message in media.

Complaints about medical care were put under special control.

The Commissioner received an appeal from the lawyer in the interests of the accused, detained in Pre-Trial Detention Facility-1 Federal State Institution of the Directorate of the Federal Prison Service of Russia for Moscow, about the presence of various diseases in the defendant, the need to provide appropriate medical care, as well as testing him for the coronavirus infection (COVID-19).

Having familiarized with the lawyer's letter, the Commissioner sent an appeal to Primary Healthcare Unit No. 77 of the Federal Prison Service of Russia with a request to carefully consider the questions posed by the applicant and to provide the accused with the necessary medical care.

As reported to the Ombudsman by the medical service, the accused was admitted to the infectious diseases department of the Hospital (Pre-Trial Detention Facility-1), where he underwent a complex of clinical and laboratory examinations, including a smear from the throat for COVID-19. As a result, the defendant of the lawyer who applied to the Commissioner received the necessary treatment in full.

In another case, in connection with the statement of the mother of one of the accused women about the deterioration of the health of her daughter detained in Pre-Trial Detention Facility-6 Federal State

Institution of the Directorate of the Federal Prison Service of Russia for Moscow, and the need for a corresponding examination, the Commissioner sent an application to the Primary Healthcare Unit No. 77 of the Federal Prison Service of Russia. According to the results of the consideration, the Commissioner was informed that the accused was hospitalized to the Hospital (Pre-Trial Detention Facility-1), where she is undergoing examination and treatment.

In 2020, the Commissioner's Office received 73 complaints of suspects, accused and convicted persons about the deterioration of their health, failure to provide or improper provision of medical care, 39 appeals were solved with a positive result.

In some cases, the Commissioner's visits to the pre-trial detention facilities were organized.

In 2020, the Commissioner carried out 13 visits to the pre-trial detention facilities, where 52 persons were admitted at a personal reception. For comparison, in 2019 there were 26 visits to the pre-trial detention facilities.

As part of one of the visits to Pre-Trial Detention Facility-1 Federal State Institution of the Directorate of the Federal Prison Service of Russia for Moscow, convict G. noted the incorrect attitude towards him on the part of the medical assistant of the medical unit.

Accused K. drew attention to the need for surgical treatment in connection with the injury.

Another accused B. reported that he suffered from cancer and a number of other serious diseases, including: type 2 diabetes mellitus with complications, hypertension, etc., in connection with which he needed appropriate medical assistance, while the positive work of the Head of the branch "Hospital" of Primary Healthcare Unit-77 FGHI of the Federal Prison Service of Russia, A.V. Kravchenko and urologist of the hospital I. V. Berezina was noted.

F., who is visually disabled, indicated

the issue of transfer to another cell due to incorrect attitude towards him on the part of other younger prisoners.

In the course of the conversation with the prisoners about the state of health, medical care and conditions of detention, the Commissioner examined in detail with the management of the Directorate of the Federal Prison Service of Russia for Moscow and the Primary Healthcare Unit-77 FGHI of the Directorate of the Federal Prison Service of Russia all cases of appeals, and additional measures were determined.

Subsequently, the Commissioner informed the Directorate of the Federal Prison Service of Russia for Moscow about the following.

Accused B. in the conditions of the City Clinical Oncological Hospital No. 1 of the Department of Health of the city of Moscow was undergone to the Commission Examination, according to the results of which the patient was indicated for surgical treatment, then organized in the healthcare institution of the city of Moscow.

Accused K. was examined by the Head of Consultative and Diagnostic Department No. 1 of the Scientific Research Clinical Institute of Otorhinolaryngology named after L. I. Sverzhhevsky of the Department of Health of the city of Moscow, and planned surgical treatment was recommended.

F., who has a visual disability, was transferred to another cell. In conversation with the employees of the Department for Educational and Social Work with suspects, accused and convicts of the pre-trial detention facility, accused F. did not complain about the conditions of detention, and explained that he was assisted by his cellmates in reading the correspondence received in his name, as well as on other domestic issues.

In respect of the convict, the Main Directorate of the Federal Prison Service of Russia for Moscow reported that it was

not possible to establish the fact of violation by the employee of the norms of ethics and official conduct when communicating with the convict. Within the framework of individual and educational work, a conversation was held with the employees of Medical Unit No. 1 of Primary Healthcare Unit-77 FGHI of the Federal Prison Service of Russia (Pre-Trial Detention Facility-1), where it was pointed out that violation of the basic principles and rules of official conduct of employees and federal civil servants of the penal system was unacceptably. In addition, Pre-Trial Detention Facility-1 Federal State Institution of the Directorate of the Federal Prison Service of Russia for Moscow was instructed to conduct additional classes with the personnel of the institution to study the order of the Federal Prison Service of Russia No. 5 dated January 11, 2012 "On the Approval of the Code of Ethics and Official Conduct of Employees and Federal Civil Servants of the Penal System", in order to comply with the norms of official, professional ethics and rules of business conduct.

Special attention was paid to the observance of the rights and freedoms of minors and persons with diseases when visiting the institutions of the penal system.

In almost every case, when the Commissioner visited pre-trial detention facilities, the detainees identified issues of medical nature and conditions of detention, the resolution of which was put under control by the Moscow Ombudsman.

Within the framework of the personal reception held in Pre-Trial Detention Facility-2 Federal State Institution of the Federal Prison Service of Russia, the accused K. addressed the Commissioner on the issue of changing the list of serious diseases preventing the detention of suspects or accused of committing crimes, approved by Decree of the Government of the Russian Federation No. 3 dated January 14, 2011 (hereinafter referred to as the List).

K. informed that he suffered from pa-

rasitic diseases (echinococcosis and toxocarosis), from which it was impossible to cure while in detention. In this connection K. believes that these diseases should be included in the said list in order to provide an opportunity, in case of detection of the parasitic diseases, to change the restrictive measure in the form of detention to a milder one in order to provide an opportunity to preserve health.

Having received the written appeal from K., the Commissioner sent a corresponding appeal to the Federal Prison Service of Russia.

According to the response received in December 2020 by the Directorate for Organization of Medical and Sanitary Support of the Federal Prison Service of Russia, a working group was established on the initiative of the Prosecutor General's Office of the Russian Federation to prepare proposals for amendments to the List. The proposal to include the list of diseases of toxocarosis and echinococcosis in the section "Some Infectious and Parasitic Diseases" will be considered at the next meeting of the working group taking into account the position of the Ministry of Health of the Russian Federation.

At the time of signing this Report, the Commissioner's Office has not yet received information on the results of consideration of this proposal. This issue will remain under the control of the Commissioner in 2021.

Personal inspection of detention facilities is a priority for the Commissioner, as it is essential to hear first-hand about the problems faced by prisoners who are restricted in their liberty.

At the same time, unfortunately, the small number of visits to pre-trial detention facilities in 2020 is due to the threat of spread of the new coronavirus infection and carrying out epidemic control measure in the institutions.

In view of the current situation, the Federal Ombudsman Tatyana Moskalkova was sent a proposal to improve the legal regulation of the acti-

vities of human rights commissioners for providing the opportunity to talk to prisoners using video conferencing along with a conversation when visiting detention facilities (for more details, see section XVI of the Report).

As noted above, the main part of the visits to the pre-trial detention facilities was based on the requests of suspects, accused and convicted persons, from whom in 2020 the Office of the Moscow Ombudsman received 627 complaints (in 2019 - 648 appeals).

A significant amount of correspondence received from detainees and convicts relates to the subject of criminal proceedings - 692 issues. 154 complaints relate to the protection of human rights in detention facilities, which is comparable to the data of 2019 - 153.

In September, the Commissioner received a request from a lawyer to protect the rights of accused B. to personal security during detention.

Upon the Commissioner's appeal, the management of the Directorate of the Federal Prison Service of Russia for Moscow examined the arguments set out in the appeal of the defence attorney, in the course of which the decision was made to transfer the accused B., in order to ensure personal safety, from Pre-Trial Detention Facility-7 Federal State Institution of the Directorate of the Federal Prison Service of Russia for Moscow to Pre-Trial Detention Facility-4 Federal State Institution of the Directorate of the Federal Prison Service of Russia for Moscow.

Following the examination of the appeal, the Commissioner sent the relevant information to the lawyer about the transfer of his client to another detention facility.

Among the correspondence received by the Office of the Moscow Ombudsman from the suspects and accused, there were appeals concerning change of the restrictive measures in connection with the pandemic.

The Commissioner received a collective appeal of women detained in Pre-Trial Detention Facility-6 Federal State Institution of the Directorate of the Federal Prison Service of Russia for Moscow, in which it was reported that they are in a cell of 40 people, some of them have severe chronic diseases. All of these women have one toilet, one washbasin and one shower, as well as shared tableware. In connection with the fear of infection with COVID-19, the applicants asked the Commissioner to assist in changing the restrictive measure to a milder one.

Taking into account the situation with the pandemic and the appeals of the suspects and accused, in order to facilitate the reduction of the number of persons detained in the institutions of the Directorate of the Federal Prison Service of Russia for Moscow, on June 1 the Commissioner sent to the Prosecutor's Office of the city of Moscow, the Central Investigation Department of the Investigation Committee of the Russian Federation for Moscow and the Main Department of the Ministry of Internal Affairs of Russia for Moscow the relevant appeals for taking measures in accordance with the procedure established by law to cancel or change the restrictive measure in the form of detention to a milder one for persons under investigation.

Following the results of the examination of the appeals, the Commissioner was informed by the law-enforcement authorities of the exhaustive measures to prevent violation of the rights of suspects and accused persons when considering the issues of choosing a restrictive measure in the context of the spread of the coronavirus infection.

As rightly noted by Russian President V. V. Putin at the meeting of the Council for the Development of Civil Society and Human Rights held on the Human Rights Day (December 10, 2020), the four-

fold reduction of people in respect of whom a restrictive measure in the form of detention is applied is largely related to “human rights activities: bodies of investigation, preliminary investigation, the state as a whole, the judicial system responded, inter alia, to the requests of human rights defenders”.

As a result, the measures taken by the Commissioner also allowed to prevent a significant excess of filling in the institutions of the Directorate of the Federal Prison Service of Russia for Moscow, and in some periods to do without overcrowdedness at all (as of July 1, overcrowdedness was - -0.8%; August 1 - +4.4%; September 1 - +3.8%; October 1 - -1%; November 1 - +2%).

As of December 30, 2020, the filling limit of the institutions of the Directorate of the Federal Prison Service of Russia for Moscow was 9,214 people, the actual number was 9,091 people, i.e. there was no overcrowdedness (the filling rate was 98.6%).

It is worth recalling that as of the end of 2019 in the institutions of the Moscow Directorate of the Federal Prison Service of Russia the value of overcrowdedness was 2.7%, in 2018 - 11.1%.

Often, the Commissioner receives complaints about the investigators' failure to return seized documents and property that are not recognized as material evidence.

Thus, in connection with the appeal of the Chairman of the Committee for Civil Rights, the Interregional Public Charitable Human Rights Organization, A.V. Babushkin in the interests of convicted Ya. on the issue of return of his passport seized on November 11, 2018, the investigator of the Investigation Department of the Department of the Ministry of Internal Affairs of Russia for the Otradnoe district of Moscow, the Commissioner sent an appeal about an appropriate check to the Central Investigation Department of the Investigation Committee of the Russian

Federation for the city of Moscow (hereinafter - the CID).

According to the answer of the CID, Ya.'s personal belongings are in the storage room of material evidence of the Department of Russian Ministry of Internal Affairs for the Otradnoe district of Moscow, in connection with which he should contact the head of the investigation body to obtain them.

At the same time, Ya., registered at the place of residence in the Tula region, obviously, it is difficult to come to Moscow after his release specifically to receive the items seized from him.

Part 4 of Article 81 of the Russian Federation Code of Criminal Procedure states that items seized in the course of pre-trial proceedings, but not recognized as material evidence, including electronic media and documents, shall be returned to the persons from whom they were seized, taking into account the requirements of Article 6.1 of the Code.

In connection with the existence of grounds to believe that the investigator committed inaction, expressed in the long-term retention of the property of the convicted person, the Commissioner sent an appeal to the Prosecutor's Office of the city of Moscow with a request to conduct a check, based on the results of which to consider the issue of taking measures of the Prosecutor's response.

According to the results of the Prosecutor's check, the Commissioner was informed that the Head of the Department of the Ministry of Internal Affairs of Russia for the Otradnoe district of Moscow received a remedial action order, the investigator sent the documents to Ya.'s place of residence, as at the time of consideration of this issue, this citizen was released.

In order to prevent systemic violations related to the investigators' compliance with the requirements of the criminal procedure legislation on the timely return of seized items, including documents not recognized as material evidence, the Commissioner sent

a corresponding appeal to the CID.

As it follows from the received response of the management of the Central Investigation Department of the Main Directorate of the Ministry of Internal Affairs of the Russian Federation for Moscow, in order to take measures to prevent violations of procedural rules governing the procedure for storage and return of things and documents seized during the preliminary investigation, a copy of the appeal of the Commissioner was sent to the heads of the subordinate investigation units of the Main Directorate of the Ministry of Internal Affairs of the Russian Federation for Moscow for examination with the personnel, preventing further similar facts and strict compliance with the legislation of the Russian Federation.

Taking into account the large volume of appeals of prisoners, the office of the Commissioner conducted an analysis of the implementation of the requirements of the legislation, obliging the administration of the pre-trial detention facilities to attach to the appeal of the suspect or accused a reference information on the situation and measures on issues, the resolution of which is within the competence of the institution.

As practice has shown, it is not uncommon for suspects and accused persons to send appeals to the Commissioner through the administration of the institution in an open letter.

Often, in their appeals, detainees refer to the Commissioner for material, household and health issues, which are directly within the competence of the administration of pre-trial detention facilities. However, when sending, the administration of the institutions does not attach a letter (reference) with an explanation on the merits of the issues raised and the measures taken to resolve them.

In order to understand whether there are any signs of violation of the applicants'

rights in their appeals, the Commissioner requests the relevant information from the Directorate of the Federal Prison Service of Russia for Moscow, which takes a considerable time. At the same time, in the context of the pandemic, the length of the resolution of certain issues, especially the sphere of health protection, could have a negative impact on the situation described by a prisoner.

As a result, the Commissioner invited the management of the Directorate of the Federal Prison Service of Russia for Moscow to instruct the heads of subordinate institutions to attach to the open appeals sent by persons detained to the Commissioner the relevant information on the measures taken to resolve the issues raised before the Commissioner, with a view to their prompt and objective consideration.

The management of the Moscow Directorate of the Federal Prison Service of Russia supported the proposal of the Commissioner, the heads of the penitentiary institutions were sent a corresponding instruction, the execution of which was put under control.

In October 2020, the Commissioner received an appeal from the head of the Department for interaction with the Armed Forces, the Ministry of Emergency Situations of Russia and law enforcement agencies of the Federation of Jewish Communities of Russia on the issue of assistance and support for the pilot project on catering for persons detained in detention facilities of the Directorate of the Federal Prison Service of Russia for Moscow in accordance with religious canons.

Taking into account the restrictions imposed in the penal system on the receipt of parcels and transfers by prisoners, in the opinion of the Commissioner, the expansion of the range of products that can be ordered by all detainees, and not just the religious, will contribute to the

improvement of conditions of detention.

Guided by the interests of prisoners, in accordance with the requirements of Article 26 of Federal Law No. 103-FZ dated July 15, 1995 “On the Detention of Persons Suspected and Accused of Committing Crimes”, the Commissioner supported the proposal to manufacture and sell products of the “Kosher” and “Halal” standard within the framework of the pilot project implemented in the institutions of the Directorate of the Federal Prison Service of Russia for Moscow.

At the meeting of the Board of the Directorate of the Federal Prison Service of Russia, held on October 8, 2020, the management of the Department took into account the position of the Commissioner on this issue, in connection with which the Directorate of the Federal Prison Service of Russia for Moscow instructed to work out the possibility of production and sale of products of these standards.

On October 19, 2020, a “Round Table” was held with the participation of the assistant of the Head of the Directorate of the Federal Prison Service of Russia for Moscow for the organization of work with religious, representatives of the main confessions. At the said event, the ways of solving the issue of organization of production and sale of religious food were discussed, in connection with which the relevant request was sent to Kaluzhskoe Federal State Unitary Enterprise of the Federal Prison Service of Russia.

Based on the results of consideration of the above request by Kaluzhskoe Federal State Unitary Enterprise of the Federal Prison Service of Russia, the issue of including kosher and halal products in the range of orders sold through the shops of the institutions of the Directorate of the Federal Prison Service of Russia for Moscow will be resolved at the expense of the funds held in the individual personal accounts of the detainees.

In connection with the appeal of the Commissioner for Human Rights in the Russian Federation in respect of the implementation of the order of the Federal Prison Service of the Russian Federation No. 302 dated April 26, 2016 regarding the introduction of changes in the relevant regulations determining the design features of some products, the Commissioner analyzed the situation with the introduction of changes in the design features of beds (replacement of products) installed in pre-trial detention facilities of the Directorate of the Federal Prison Service of Russia for Moscow.

The conducted analysis established that within the framework of centralized supplies in the pre-trial detention facilities of the Directorate of the Federal Prison Service of Russia for Moscow, 3719 beds of KDK-1 type (a two-tier cell bed) were installed, the number of steel strips was increased to 5 pieces, both in longitudinal and transverse versions, which does not allow the mattress filler to fall through the lattice base of the bed structure, providing the opportunity for normal sleep.

In a number of institutions, the activities carried out have made it possible to fully replace the beds that do not meet the established requirements. At the same time, as of the end of December 2020, the specified work has not been completed in Pre-Trial Detention Facility-2 Federal State Institution of the Directorate of the Federal Prison Service of Russia for Moscow and requires additional equipment of the facility with 199 beds, which will ensure comfortable stay of another 399 suspects, accused in isolation.

The Commissioner considers it necessary for the Directorate of the Federal Prison Service of Russia for Moscow in 2021 to bring the sleeping places in accordance with the established requirements.

In November 2020, the Ombudsman of the Russian Federation, Tatyana Moskalkova, published a thematic report

entitled "Protection of Human Rights in the Context of the Spread of the New Coronavirus Infection", containing a section on the protection of the rights of citizens in detention facilities.

The Moscow Ombudsman also worked with many issues identified in the thematic Report of the Federal Commissioner during 2020. In this connection, the Commissioner considers it necessary to support the proposals of Tatyana Moskalkova concerning the wider use of video-conference communication formats with lawyers and relatives of prisoners, amendments to legislative and other regulatory legal acts providing for the procedure for visiting persons held in temporary detention facilities, penal institutions and other places of detention by members of the Public Supervisory Commission, lawyers and relatives during quarantine activities, etc.

In order to improve the efficiency of medical care, the Commissioner also considers it necessary to provide Primary Healthcare Unit-77 FGHI of the Federal Prison Service of Russia with a computer tomography scanner.

Computer tomography is one of the most informative and popular objective methods of human examination and the main tomographic method of examination of internal organs using x-ray radiation.

This method of examination helps not only to accurately diagnose various diseases, but also allows to detect serious diseases in their initial phase. The relevance of computer tomography especi-

ally increased during the period of threat of spread of the new coronavirus infection.

Primary Healthcare Unit-77 FGHI of the Federal Prison Service of Russia provides medical assistance to arrested and convicted persons detained in the facilities of the Directorate of the Federal Prison Service of Russia for Moscow. Compliance with standards of medical care leads to an increase in the number of prescriptions for such types of examination as computer tomography.

Due to the absence of a computer tomography scanner in the Primary Healthcare Unit-77 FGHI of the Federal Prison Service of Russia, this type of examination is carried out in the institutions of the Moscow Health Department, which leads to an increased load not only on the Moscow healthcare institutions, but also on the prisoners themselves, as well as the personnel of the Directorate of the Federal Prison Service of Russia for Moscow, which is obliged to provide convoy and supervision of those arrested or convicted during the period of the examination.

It should be noted that the measures taken by the law enforcement authorities did not allow the mass spread of COVID-19 in detention facilities.

Of course, the restrictions imposed in the closed facilities have become an additional challenge not only for the persons detained in them, but also for the employees. However, all of this has ensured the rights to life and health for many people.

6. ASSISTANCE IN PROTECTION OF CITIZENS' RIGHTS DURING VOTING ON AMENDMENTS TO THE CONSTITUTION OF THE RUSSIAN FEDERATION

In 2020, one of the landmark events in the social and political life of the country was the all-Russian voting on amendments to the Constitution of the Russian Federation.

The organization of the voting process had its own peculiarities. For the first time in the history of electoral processes, the above-mentioned voting was not one-time, but was prolonged in time. Citizens were given the opportunity to vote at a convenient time for each within 7 days. Also, in two constituent entities of the Russian Federation - Moscow and the Nizhny Novgorod region, it was provided for online voting.

According to the official data received in Moscow, more than 1 million people or 93% of the total number of registered persons wishing to vote in this format took part in the online voting. At the same time, it is important to note that providing a voter with the possibility of remote voting attracted an additional number of voters who had never participated in electoral campaigns before. Thus, more than 60% of citizens who voted online on amendments to the Constitution participated in this process for the first time.

Traditionally, in order to promote the protection of citizens' rights during the all-Russian voting, the Moscow Ombudsman organized a comprehensive and extensive work.

The Office of the Commissioner had a hot line for all-Russian voting, in particular, citizens had the opportunity to receive explanations on the procedure for registration for online voting, to make an oral or written appeal to the Ombudsman on violations of their rights during the plebiscite.

From June 25 to July 1, the Ombudsman's Office received a small num-

ber of appeals (12), on most of which the explanations about the registration procedure for online voting were given.

At the same time, a number of complaints were recorded, with which the Commissioner and the staff of the Office dealt personally.

For example, the appeal received by the hot line from citizen B., who complained about the lack of sanitary and antibacterial agents in Territorial Polling Station No. 46. In addition, the applicant was refused the issuance of a lottery flyer. After the intervention of the Commissioner, all protecting means were promptly delivered to Polling Station No. 46, and flyers were handed to voter B. and his wife. The applicant was satisfied. This complaint was raised by the Commissioner at the group of analysis of the Public Office for Control and Monitoring of the All-Russian Voting on Amendments to the Constitution of the Russian Federation in Moscow.

During the period of the all-Russian voting, the Office staff carried out 13 visits to the polling stations of the city to monitor the work of the polling station commissions, including three visits to the polling stations on July 1 - the day of voting.

Special attention was paid to compliance with sanitary and epidemiological standards in the stations. It was established that the voting citizens in the above-mentioned stations were given disposable gloves, masks and disinfectants, as well as personal pens.

The work of polling station commissions was organized taking into account all the requirements during the pandemic, in the premises of many districts there is a separate entrance and exit for voters.

Visual information on voting is avai-

Addresses of polling stations visited by the Office staff

Polling station	Polling station address
No. 598	9b, Milashenkov street, Moscow
No. 927	18a, 13th Parkovaya street, Moscow
No. 1043	21, 5th Parkovaya street, Moscow
No. 430	6A, 3rd Nizhnelikhoborskiy Ave., Moscow
No. 2361	19, General Tyulenev street, Moscow
No. 19	6/4, Radio street, Moscow
No. 77	building 1, house 5/7, Malaya Bronnaya, Moscow
No. 144	3, Palashevskiy side street, Moscow
No. 73	building 1, 12/8, Maly Kislovskiy side street, Moscow
No. 349	building 1, 7, Businovskaya Gorka street, Moscow
No. 492	7, Malomoskovskaya street, Moscow
No. 498	building 5, 13, Kasatkin street, Moscow
No. 59	building 1, 14, Bolshoy Kiselny side street, Moscow

lable in accessible places for familiarization and study.

Observers from political parties and the Public Chamber of Moscow were present at the polling stations.

It should be noted that not all polling stations were provided with a barrier-free environment for voting for people with limited mobility, this issue should be given special attention in the preparation and conduct of subsequent election campaigns.

An important area of monitoring of the all-Russian voting was the participation of the Ombudsman in the work of the Public Office for Control and Monitoring of the All-Russian Voting on Amendments to the Constitution of the Russian Federation in Moscow, which for the eighth time exercised control and monitoring of the voting in the capital.

Long-term practice has shown that this format allows ensuring a high degree of openness and transparency of elections and voting procedures in Moscow. The Public Office consists of several groups. These are the video center, the analysis group, the mo-

bile group, the electronic office, the call center, the press center.

All the information about possible violations of the electoral legislation came to the analysis group of the Public Office. The sources of information, first of all, were the Observer Corps (more than 20 thousand people) and the Video Center of the Public Office, as well as messages in the media and social networks. At the same time, the Group was also able to rewind the recordings from the cameras at the sites to any time, and in case of confirmation of a violation, a decision was made to send a mobile group to the site for a thorough study of the situation.

Directly on the main voting day, July 1, 2020, the Moscow Ombudsman took part in the work of the analysis group. On that day, a total of 27 reports of violations were examined, including two appeals received by the "hot line" of the Commissioner's Office, which were already mentioned above. In total, according to the results of the analysis group of the Public Office for the entire period of voting, 8 violations were confirmed, for which appropriate

measures were taken.

Another effective area of work of the Ombudsman and the Office staff was the participation in the activities of the regional temporary working group for monitoring the all-Russian voting on the approval of amendments to the Constitution of the Russian Federation in Moscow, which was established under the HRC for civil society development and human rights.

The working group included members of the Presidential Council for Civil Society Development and Human Rights A. S. Tochenov (President of Applied Research and Programs Center, the Autonomous Non-profit Organization), A. S. Brod (Chairman of the Coordination Council of Lawyers for Human Rights and Decent Life, the All-Russian Public Organization), A.V. Babushkin (Chairman of Committee for Civil Rights, the Interregional Public Charity Organization), L. V. Polyakov (Head of the Department of General Political Science of the State University - Higher School of Economics), representatives of public organizations and associations, experts in the field of electoral law, scientists, and human rights activists. The coordinator of the working group and the meeting was the member of the HRC I. B. Borisov.

At the first organizational meeting, the participants of the meeting discussed general issues of organization of the working group's activities in person and remotely on the Zoom platform.

The task of the temporary working group was to conduct comprehensive monitoring of the voting process in order to identify and prevent violations of the legislation, as well as to promptly resolve emerging conflict situations.

In her speech, the Moscow Ombudsman noted that there was already a positive practice of participation in the work of the monitoring group at the last elections of deputies of the Moscow City Duma with visits to the polling stations of the city as a part of mobile groups. Howe-

ver, in view of the pandemic, it is now advisable to carry out work in online mode and through written requests, in particular, to monitor the observance of citizens' rights when voting in pre-trial detention facilities and closed medical institutions.

The speakers at the meeting of the working group noted the need to conduct the all-Russian voting in strict accordance with the regulatory legal framework, while ensuring compliance with the generally recognized principles of universal, equal and direct expression of will in secret voting.

The Ombudsman and the Office staff "on the ground" have been working on daily visits by mobile groups to electoral districts of Moscow in order to check incoming reports of possible violations of the rights of voters and observers, as well as to monitor the activities of polling station commissions.

According to the data of the temporary monitoring working group, from June 25 to July 1, 2020, 21 visits were carried out by mobile groups, within the framework of which the participants of the mobile groups checked the information and promptly applied to the district polling commissions on the received appeals.

The peculiarity of the mobile groups was the presence at each visit of not only representatives of the working group, but also representatives of several public organizations and representatives of students (volunteers) for objective consideration and verification of the received messages. In particular, the visits were attended by students of Russian State Social University, Moscow State Pedagogical University, M.V. Lomonosov Moscow State University, Moscow City University, O. Ye. Kutafin University (Moscow State Law University).

Employees of the Commissioner's Office participated in 3 visits of the mobile groups in order to check the facts about

possible violations during the electoral campaign, among which:

- S. S. Mikhailova, when presenting her passport at Polling Station No. 193 (64, Leningradskiy Ave.), was informed that she had already voted. The fact of erroneous signature in the column of the registration log was established. The applicant voted in accordance with the established procedure. The violations were of a technical nature;

- at Polling Station No. 5014 (AFIMOL, Moscow city), located in the shopping center, before the voting day, 20 ballots were issued to persons not included in the lists of voting participants. The complaint is being examined;

- at Polling Station No. 91 (5, Vasilyev street), the voting member of the Commission was refused to familiarize himself with the sealed envelopes of the ballots; later, after the arrival of the representatives of the monitoring group, the Chairman of the Commission provided all the necessary documents for familiarization.

In addition, the monitoring working group has prepared a number of appeals on the issues of the all-Russian voting, in particular, an appeal regarding the facts of double voting, verification and prevention of such violations of the Federal Law "On Improving the Regulation of Certain Issues of Organization and Functioning of Public Authorities" has been sent to the Central Electoral Commission of the Russian Federation.

The Moscow Ombudsman notes that the organization of the work of the temporary monitoring working group and visits to polling stations in the districts of Moscow of mobile groups is of practical importance; the meetings of the monitoring group were held promptly and informatively in person and on the Zoom platform on the basis of the principles of objectivity, neutrality and collegiality in a free and open discussion of issues.

On June 25, the day of the beginning of

the all-Russian voting, the Ombudsman monitored the voting of suspects and accused in Pre-Trial Detention Facility-2 Federal State Institution of the Directorate of the Federal Prison Service of Russia for Moscow (Butyrka). A total of 1262 persons detainees expressed their wish to take part in the voting.

The Commissioner observed the organization of the voting by means of a video broadcast in real time, organized by the Directorate of the Federal Prison Service of Russia for Moscow.

The necessary information materials were placed in the voting room; the secrecy of voting was ensured. A filled-in ballot was lowered by a voter into the portable box. It should be noted that the voting was organized taking into account the existing sanitary and anti-epidemic measures. The Commissioner did not observe any violations of electoral rights of citizens in the course of observation.

On July 1, the Commissioner Tatyana Potyayeva continued online monitoring of the voting process in Pre-Trial Detention Facility-2 (Butyrka) and Pre-Trial Detention Facility-7 of the Directorate of the Federal Prison Service of Russia for Moscow. Representatives of the Office of the Commissioner for Human Rights in the Russian Federation and members of the Moscow Public Supervisory Commission visited Pre-Trial Detention Facility-2 of Russia for Moscow. Accompanied by the Head of the Directorate, Major General of the Internal Service Sergey Moroz, they familiarized with the voting process and said parting words to the first-time voters.

On July 6, the Commissioner took part in an extended meeting of the Commission for Civil Society Development and Public Control of the Public Chamber of the city of Moscow. The main results of the observation of the all-Russian voting on amendments to the Constitution of the Russian Federation, as well as on electronic voting were summed up at the meeting.

In general, all participants expressed their views on the positive prospects for the development of electronic voting. Deputy Chairman of the CEC Nikolay Bulayev stressed that electronic voting had passed the way of recognition "as an absolutely acceptable procedure and that it had a future, clear and predictable." The Commissioner shared the view on the positive effect of electronic voting.

At the same time, attention was drawn to a number of problems that appeared during the online voting. Thus, it is necessary to work and constantly update the register of voting participants in order to avoid a number of issues that had to be faced at this voting.

It was also suggested that the technical aspects of the electronic process should be improved where there were still shortcomings.

Another block on the agenda of the meeting were the results of observation of the all-Russian voting. The Chairman of the Commission on Civil Society and Public Control, Alexey Venediktov, noted that there were shortcomings in the work of the observers: in addition to several days of voting, which significantly affected vigilance and observation, he noted the lack of training and communication flaws. The Chairman of the Moscow Public Chamber Commission on Smart City technologies, Ilya Massukh, proposed to create a special mobile application for observers, which will not only control their presence at the sites, but also solve a number of other problems. For example, it would be possible not to spend time to verify the authenticity of the provided photo and video materials and to make available all the information that may be required during the work of an observer.

Taking into account the successful experience of conducting online voting of citizens in Moscow on amendments to the Constitution of the Russian Federation, as well as a convenient and comfortable form of voting for voters, it is reasonable to extend the experience of online voting to

other constituent entities of the Russian Federation, as well as to apply it in Moscow in full at subsequent election campaigns, in particular, in September 2021.

At the same time, the expansion of online voting and the practice of applying this procedure dictates the need for its comprehensive and detailed regulation at the legislative level of the Russian Federation and at the level of by-laws, especially mechanisms for controlling the results of voting of a particular citizen. It is also necessary to legislate and introduce the definitions of "Mobile Voter Register" and "Remote Voter Register" by analogy with the already developed Ordinary Voter Register.

Special attention of the public and human rights activists during the all-Russian voting was drawn to certain facts of double voting of citizens in online mode and directly at the polling station. In this regard, it is necessary to develop a clear mechanism for the exclusion of such cases in order to ensure the purity and transparency of the voting procedure.

At the same time, the issue of establishing administrative and possibly criminal liability for intentional double voting should be considered.

It is very expedient to transfer the Unified Voter Register into an electronic form and update it, with a period of three to four months. Currently, the reconciliation of the register data is carried out immediately before the vote.

The Commissioner notes the positive effect of the voting within a few days. This practice is convenient for a voter.

At the same time, in the long term it is advisable to hold the elections within 3-4 days. In order to avoid double voting, the Commissioner considers that the online voting and in-person voting process should be separated.

For example, there are three days of online voting and then one single day of in-person voting. At the same time, we believe that the in-person voting should be held in

one day, since, on the one hand, there are misunderstandings with employers due to the long absence of employees employed in electoral commissions. On the other hand, the experts noted a significant increase in the physical and psychological burden on the members of the electoral commissions during the seven-day campaign, which affects the quality and correctness of work with voters.

It is also important to note that the premises of the buildings where polling stations are located are, as a rule, schools and polyclinics, in this connection, their use within 7 days is difficult without transferring the educational process or limiting the provision of medical care to the population.

The Commissioner notes that before the voting on amendments to the Constitution of the Russian Federation the observers had not been trained, which affected the quality of their work. We belie-

ve that the training of observers should be carried out without fail before each election campaign, taking into account the rotation of the observer corps. In addition, the introduction of online voting, as well as the situation with the coronavirus pandemic, requires the creation of a special application "mobile observer", which would allow registering all cases of violations in online mode, taking photos and sending to their destination for operational study of the situation.

The campaign also showed that the voting procedure of compatriots abroad was not regulated by law and this has led to various violations, in particular to the possibility of double voting. The Commissioner believes that this issue should be comprehensively worked out, it is necessary to think about the technical possibility of binding the international passport to the passport of a citizen of the Russian Federation.

7. ON THE IMPLEMENTATION OF HOUSING RIGHTS OF MOSCOW RESIDENTS

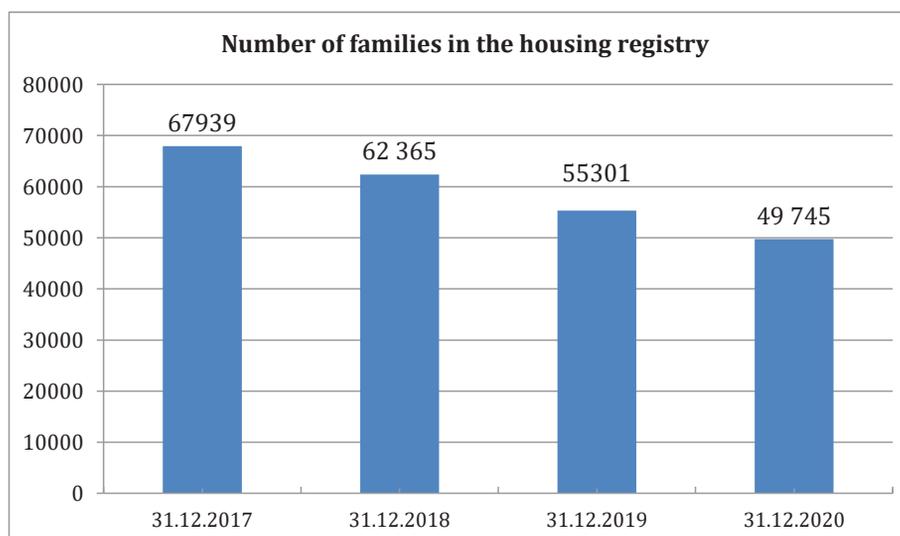
The right to housing is one of the rights guaranteed to citizens by the Constitution of the Russian Federation, and, perhaps, one of the most important in the social aspect.

Despite the tendency to decrease the number of appeals on housing issues received by the Commissioner, issues related to the implementation of housing rights of citizens continue to occupy one of the leading places in the structure of appeals of citizens to the Commissioner

(13% of the total number of appeals received, in 2019 - 14.7 %, in 2018 - 17%).

The issues related to the improvement of housing conditions (22.5% of the total number of appeals on housing issues) and registration of housing (18.7%) are still the most relevant.

According to the City Property Department, as of December 31, 2020, 49745 families are registered for housing in Moscow, including 37792 families registered before March 1, 2005.



According to the results of the City Property Department work for 2020, the following indicators have been achieved:

- 602 families registered for housing;
- 81 families were restored to the housing registry for various reasons, including in connection with the refusal to conclude contracts for the residential premises provided to them or the return of the granted subsidy for the purchase or construction of residential premises (hereinafter referred to as the subsidy).

In total, in 2020, administrative documents on provision of housing/monetary payments to citizens for the purchase or construction of housing were issued for 2585 families, including:

500 families were granted a subsidy for the total amount of 1,405,766,241.92 Rubles;

460 families upon their application were provided with a compensation payment for the purchase or construction of housing instead of providing them with a plot of land for ownership free of charge for the total amount of 3,727,320,718.60 Rubles in accordance with the Decree of the Government of Moscow No. 864-PP dated July 31, 2018;

995 families were provided with housing under purchase and sale agreements, including with the use of the mortgage housing credit mechanism;

630 families have improved housing

conditions in other areas (including 623 - under social tenancy agreements, seven housing certificates were issued).

Removed from the housing registry:

25 families as a result of revealing previously hidden information about housing presence by citizens;

9 families - at the personal application of citizens;

523 families - due to changes in family composition;

3,313 families - in connection with the provision of housing under the provision standard established by the legislation of the city of Moscow and the independent improvement of their housing conditions by citizens, including as a result of the favorable economic conditions created by the city to solve housing issues: the introduction of a large volume of housing, the creation of areas of mass housing development with affordable housing prices, the development of the housing mortgage credit system.

Thus, according to the results of the City Property Department work in 2020, the queue decreased by 10 % compared to the indicators as of December 31, 2019.

In 2020, more than 8,000 notifications were sent to citizens who entered the housing registry, offering various options for improving housing conditions.

In 2020, 445 families in need of housing improvement applied for the choice of the method of housing improvement.

As part of the implementation of the State Program of the city of Moscow "Housing" in 2020, in accordance with the Law of the city of Moscow No. 33 dated 27.11.2019 "On the Budget of the city of Moscow for 2020 and Planning Period of 2021 and 2022", 9,000,000.0 thousand Rubles are planned to ensure the expenses under the item "Social payments to residents of the city of Moscow, regis-

registered in housing, for the construction or purchase of residential premises".

The funds were used to provide subsidies for the purchase or construction of residential premises and compensation payments for the purchase or construction of residential premises for multi-child families instead of providing the land plot for free.

Implementation of budget allocations (transferred to registered blocked target accounts of citizens) amounted to about 5 billion Rubles.

In 2020, the Commissioner continued monitoring the implementation of housing rights of citizens of privileged categories.

In 2020, the work was continued to provide citizens who are in the housing registry and are disabled, families with children with disabilities, with persistent disorders of the musculoskeletal system, using wheelchairs and who, in accordance with the Individual Rehabilitation and Abilitation Program of Person with Disability, are recommended to live in specially equipped residential premises, specialized residential premises, under social tenancy agreements in accordance with the Resolution of the Government of Moscow No. 271-PP dated May 24, 2016 "On Organization of Provision of Certain Categories of Citizens with Residential Premises from the Housing Stock of the city of Moscow" (hereinafter referred to as Resolution No. 271-PP).

According to the City Property Department, in 2020, the housing issues of 32 families of wheelchair users were considered within the framework of this Resolution:

- 24 families were provided with specially equipped housing under social tenancy/ exchange agreements, or upon their personal applications, housing conditions were improved in other ways (under purchase and sale agreements with the use of a mortgage credit, with the use of a subsidy);

- 8 families were removed from the housing registry or did not confirm the privilege entitling them to provide specialized housing.

As of December 31, 2020, 129 families (in 2019 - 113) with wheelchair users are included in the housing registry in Moscow, including:

- 13 wheelchair users were notified of the need to adjust the individual rehabilitation program and abilitation of the disabled person for further consideration of the issue of improving housing conditions;

- 8 families were sent offers of specially equipped residential premises, the inspection of the proposed apartments is organized;

- 7 families submitted consent to the proposed option of improving housing conditions;

- 18 families are not subject to provision with residential premises in the current year due to the commission of actions that led to the deterioration of housing conditions (civil transactions with residential premises, the commission of which led to a decrease in the size of occupied residential premises or to their alienation, for the five years preceding the provision of residential premises);

- 12 families refused the proposed specially equipped residential premises on various grounds, the work on providing them with residential premises will continue;

- 71 families did not submit the documents required to re-register the records.

Multi-child families belong to a special social category that needs social support from the state.

In 2020, the City Property Department continued to provide multi-child families included in the housing registry with compensation payments for the purchase or construction of housing premises.

As of the beginning of 2021, there were 1,590 multi-child families registered in the city of Moscow with three or more

minor children (as of the beginning of 2020 - 3,383 families), including 745 families that were recognized as needing improvement of housing conditions before March 1, 2005 and before the adoption of the above-mentioned legal act, had the opportunity to improve housing conditions in various ways provided for by the current legislation.

Provision of the compensation payment is carried out after checking the grounds allowing the residents of Moscow to be registered in the housing registry and giving them the right to receive for use or acquisition of ownership of housing premises with the help of the city of Moscow, and in the absence of circumstances preventing the improvement of housing conditions.

According to the City Property Department information, the compensation payment in 2020 was granted to 460 multi-child families to the total amount of 3,727,320,718.6 Rubles (In 2019 - 533 multi-child families to the total amount of 3,871,051.63 th.)

In addition, 63 multi-child families applied for compensation.

Despite the measures taken by the executive authorities of the city of Moscow to address housing issues of citizens, problems in this area remain.

I would like to focus on the problem of exercise of housing rights of citizens, whose residential premises are recognized as unfit for living of disabled persons in accordance with the established procedure.

In accordance with Article 17 of Federal Law No. 181-FZ dated 24.11.1995 on social protection of disabled persons in the Russian Federation, disabled persons and families with disabled children in need of improvement of housing conditions shall be registered and provided with housing premises in accordance with the procedure provided for by the legislation of the Russian Federation and the legislation of the constituent entities of the Russian Federation.

Residential premises are provided to persons with disabilities, families with children with disabilities, taking into account the state of health and other relevant circumstances.

Residential premises occupied by disabled persons are equipped with special means and devices in accordance with the individual program of rehabilitation or abilitation of a disabled person.

According to Part 1 of Article 51 of the Housing Code of the Russian Federation (hereinafter referred to as the Housing Code of the Russian Federation) one of the grounds for recognition of citizens in need of housing provided under social tenancy agreements is living in a room that does not meet the requirements established for residential premises.

Resolution of the Government of the Russian Federation No. 47 dated 28.01.2006 approved the Provision on Recognition of Premises as Residential Premises, Residential Premises as Unfit for Living, Apartment Building as Emergency and Subject to Demolition or Reconstruction, Garden House as a Residential House and Residential House as a Garden House, in accordance with Paragraph 54 of which individual residential premises occupied by disabled persons (room, apartment) may be recognized by the Commission as unfit for living of citizens and members of their families on the basis of the conclusion on the absence of the possibility of adaptation of the residential premises of a disabled person and common property in the apartment building where the disabled person lives, taking into account the needs of the disabled person and ensuring the conditions for their accessibility for the disabled person. The Commission shall issue an opinion on declaring the residential premises unsuitable for living of the said citizens in the prescribed form in 3 copies and within 5 days send 1 copy to the relevant federal executive authority, executive authority of the constituent enti-

ty of the Russian Federation or local self-governing authority, the second copy to the applicant (the third copy shall remain in the file formed by the Commission).

However, the procedure for providing housing for disabled persons in this case is not clearly regulated.

Thus, in 2019 the Commissioner's Office received an appeal of wheelchair user citizen K.E. owning the residential premises duly recognized as unsuitable for residence of a disabled person, with a complaint about the actions of the City Property Department related to the refusal to recognize her family as low-income and to put her on the housing registry.

When she applied to the City Property Department with an application for registration as those in need of housing, she was refused to provide a public service.

The reason for the refusal was the fact that the family of K. E. was not recognized as low-income, due to the fact that their provision with housing is greater than the cost of the total area of the residential premises, which must be purchased to ensure the provision of the area of the residential premises for one person.

At the same time, when calculating the provision with housing of the K. E. family, the cost of the residential premises recognized as unsuitable for a disabled person was taken into account, since the said real estate object owned by K. E., being unsuitable for a wheelchair user, is suitable for living of all other categories of citizens not classified as disabled, and can be sold by the applicant in the real estate market for the purpose of self-improvement of housing conditions.

According to City Property Department, the premises owned by K. E. are not "residential premises" for her and her family members within the meaning of Article 15 of the Housing Code of the Russian Federation, as the relevant decision was made in respect of it concerning unfitness for living of a disabled person. Since the said premises are not residential

for K. E., the accounting of its cost when calculating the low-income status does not contradict Article 2 of the Law of the city of Moscow No. 7 dated January 25, 2006 "On the Procedure for Recognizing the Residents of the city of Moscow as Low-Income in Order to Register Them as Needy in Residential Premises", according to which, when determining the provision with housing, the value of residential premises or parts thereof owned by family members shall not be taken into account.

Since the appeal of the Commissioner for the protection of the rights of the K. E. family to the City Property Department and the Government of Moscow were dismissed, the position of the Commissioner was sent to the Prosecutor's Office of the city of Moscow with a request to organize a check on the facts stated, following which to consider the issue of taking measures of the Prosecutor's response in order to restore the violated housing rights of the K. E. family.

Following the results of the examination of the Commissioner's appeal, the Butyrskaya Interdistrict Prosecutor's Office of Moscow in the interests of the K. E. family appealed to the court with a claim against the City Property Department to declare unlawful the refusal to provide public services; to declare unlawful the actions of the City Property Department to determine the provision with housing of the K. E. family, to refuse to recognize the low-income status in order to be registered as in need of housing provided under the social tenancy agreement (gratuitous use).

The Presnenskiy District Court of Moscow dismissed the claims.

By the appellate ruling of the judicial division for civil cases of the Moscow City Court, the decision of the Presnenskiy District Court of Moscow was upheld; the appeal of K. E. and the remedial action order of the Butyrskiy Interdistrict Prosecutor of Moscow were dismissed.

By the ruling of the judicial division for civil cases of the Second Cassation Court

of General Jurisdiction dated August 11, 2020, the appellate ruling of the judicial division for civil cases of the Moscow City Court dated December 20, 2019 was canceled, the case was sent for a new examination to the court of appeal - the Moscow City Court.

By the appellate ruling of the judicial division for civil cases of the Moscow City Court dated October 20, 2020, the decision of the Presnenskiy District Court of Moscow dated September 11, 2019 was canceled, a new decision was made: the refusal of the City Property Department to recognize the K. E. family as low-income for the purposes of registration of those in need of housing on the basis of a social tenancy agreement was declared unlawful; the actions of the City Property Department to determine the provision with housing of the K. E. family were recognized unlawful.

Thus, in view of the absence of a clear legal regulation at the federal level of the procedure for provision of residential premises to citizens whose residential premises are recognized as unsuitable for persons with disabilities in accordance with the established procedure, citizens of the category in question face a number of problems in the implementation of their housing rights.

In connection with the problem identified in the course of consideration of citizens' appeals, in order to study the issue and make proposals to resolve the situation in accordance with the established procedure, the Commissioner sent requests to the Commissioners for Human Rights in the constituent entities of the Russian Federation on the existing law enforcement practice in the regions of providing residential premises to citizens whose residential premises were recognized as unsuitable for a disabled person in accordance with the established procedure.

Based on the information received, it can be concluded that the problem under consideration is relevant for most regions of Russia and causes concern in connection

with the unresolved norms of the current legislation of certain issues of ensuring the housing rights of persons with disabilities.

In particular, the following issues have not been resolved:

- if a residential premises is declared unsuitable for a disabled person, but there are no grounds to recognize him / her as low-income, how can he / she exercise his / her right to a residential premises that meets the conditions of accessibility for a disabled person;

- when determining the provision with housing of persons of the category in question, whether the residential premises owned by a disabled person or members of his / her family recognized as unsuitable for their residence taken into account;

- in case of provision of the residential premises that meets the requirements of accessibility, whether the dwelling that was declared unsuitable for living of a disabled person subject to seizure into state ownership;

- the terms of providing the persons of the category under consideration with housing are not defined. The courts, considering the disputes arising in this part, proceed from the fact that the recognition of the premises in which the disabled person lives, unsuitable for his / her residence, is not a sufficient basis for the application of the provisions of Part 2 of Article 57 of the Housing Code of the Russian Federation, which fixed the procedure for providing certain categories of citizens with housing in an extraordinary manner, etc.

It can be concluded from the above that the current legislation governing the procedure and conditions for ensuring the rights of persons with disabilities to affordable living conditions requires improvement. Solving the issues under consideration without taking systemic decisions at the federal level is problematic.

This year, further elaboration of the problem is planned.

With regard to dealing with citizens' complaints, I think it's necessary to note some situations.

Several residents of the dormitory at building 3, 28 Okskaya Street, applied to the Commissioner's Office for assistance in the protection of their housing rights.

From the information provided by the residents it followed that the court was considering the issue of recognition of their ownership of the occupied residential premises by way of privatization.

According to the results of examination of the applicants' appeal, it was established that the beds in the dormitory at the above address were provided by the Mospromstroy trust, where they carried out their labor activities, in the late 80s.

The applicants were registered in the said dormitory at their place of residence and still live there and pay for utilities.

The fact of their quartering into the dormitory at the above address on legal grounds by the owner of Mospromstroy PJSC was not disputed.

Pursuant to the provisions of Article 2 of the Law of the Russian Federation No. 1541-1 dated 04.07.1991 "On Privatization of Housing Stock in the Russian Federation" (hereinafter referred to as the Privatization Law), citizens of the Russian Federation who have the right to use residential premises of the state or municipal housing stock on the terms of social tenancy shall have the right to acquire them on the terms provided for by this Law, other regulatory legal acts of the Russian Federation and regulatory legal acts of the constituent entities of the Russian Federation, into common ownership or into the ownership of one person, including a minor, with the consent of all adults

and minors aged 14 to 18 who have the right to privatize these residential premises.

Article 18 of the Privatization Law provides that in case of transfer of state or municipal enterprises or institutions to another form of ownership or in case of their liquidation, the housing stock being under the economic control of enterprises or operational management of institutions shall be transferred to the economic control or operational management of the successors of such enterprises or institutions (if they are defined) or to the management of local self-governing authorities of settlements in accordance with the established procedure with the preservation of all housing rights of citizens, including the right to privatization of residential premises.

According to Paragraph 3 of the Resolution of the Plenum of the Supreme Court of the Russian Federation No. 8 dated 24.08.1993 "On Certain Issues of Application by the Courts of the Law of the Russian Federation "On Privatization of Housing Stock in the Russian Federation" (as amended on 02.07.2009), in accordance with Article 2 of the Privatization Law, only citizens who occupy residential premises under a social tenancy agreement in the state and municipal housing stock, including the departmental housing stock, are entitled to free privatization of housing under the conditions provided for by the said Law, and other regulatory acts of the Russian Federation and constituent entities of the Russian Federation. However, if the procedure for privatization of housing established by other acts contradicts the above-mentioned Law, including the one adopted in excess of the powers of the authorities that issued such an act, it is necessary to be guided by the provisions of this Law.

In accordance with Paragraph 4 of the Resolution of the Plenum of the Supreme Court of the Russian Federation No. 8 dated 24.08.1993, when deciding on

the lawfulness of the refusal to privatize the residential premises located in the departmental housing stock, it is necessary to take into account that in accordance with Article 18 of the Privatization Law the transfer of state and municipal enterprises to another form of ownership or their liquidation does not affect the housing rights of citizens living in the homes of such enterprises and institutions, including the right to free privatization of housing.

A citizen may not be denied the privatization of residential premises in the houses of these enterprises and institutions in the event that the change of ownership or liquidation of enterprises and institutions took place before the entry into force of Article 18 of the Privatization Law, since the legislation in force until that time governing the conditions and procedure for changing the ownership of state and municipal enterprises and institutions did not concern the privatization of their housing stock, and the legislation governing the privatization of the housing stock did not establish the conditions that would deprive the citizen in these cases of the right to receive the ownership of the occupied housing. This provision shall not apply if the legal successors who have changed the form of ownership of state and municipal enterprises and institutions, at their own expense, have built or acquired uninhabited residential premises, which subsequently became the subject of a dispute on privatization, including after the enactment of Article 18 of the Privatization Law.

According to Paragraph 2 of the Resolution of the Supreme Council of the Russian Federation No. 3020-1 dated 27.12.1991 "On the Division of State Property in the Russian Federation into Federal Property, State Property of the Republics Within the Russian Federation, Territories, Regions, Autonomous Region, Autonomous Districts, Cities of Moscow and St. Petersburg and Municipal Property" and Annex No. 3 to it, the dormitory building at

bld. 3, 28 Okskaya street, is referred to the municipal property directly by virtue of the direct indication of the law as an object of departmental housing stock.

Thus, during the privatization of the property complex of Mospromstroy PJSC, the housing stock, including the building where the residential premises occupied by citizens are located, was not subject to inclusion in the list of privatized real estate objects.

The inclusion of the housing stock in the privatized property of the state and municipal enterprise shall not affect the housing rights of citizens who moved in and lived in these residential premises before privatization, including the right to free transfer of housing into the ownership of citizens in accordance with Article 2 of the Privatization Law.

In this connection, the above-mentioned position of the Commissioner was sent to the address of the residents to be attached to the civil case file.

According to the information posted on the official portal of the courts of general jurisdiction of the city of Moscow, the decisions of the Kuzminskiy District Court of the city of Moscow satisfied the applicants' claims, and their right of ownership to the occupied residential premises by way of privatization was recognized.

Currently, the court decisions are appealed against by Mospromstroy PJSC through the appeal procedure.

For several years the Commissioner's Office has been working with the residents of the dormitory at 17 Stavropolskaya street.

The dormitory accommodation was provided by the Tsentrotransstroy trust to its employees in late 1988 and early 1990.

For the first time the residents applied to the Commissioner's Office for assistance in the protection of their housing rights in 2016, when the Moscow Technological University Federal State-funded Institution of Higher Education (hereinafter - MIREA), which in accordance

with the order of the Territorial Administration of the Federal Property Management Agency in Moscow No. 268 dated 29.03.2016 was assigned to the right of operational management the said dormitory, which is in federal ownership, went to court with claims for eviction from the occupied residential premises without providing another residential premises.

According to the results of the examination of the appeals and the submitted documents, 7 out of 10 residents who applied for housing were found to have violated their housing rights. In this connection, in order to assist citizens in the protection of their housing rights, the position of the Commissioner was sent to the residents for inclusion in the civil case file. The court decisions dismissed the claims of the MIREA for eviction of the citizens who applied to the Commissioner's Office.

During the period of work with residents, which began in 2016 and continues to the present day, employees of the Commissioner's Office took part in the meeting organized by the Council of the President of the Russian Federation for the development of civil society and human rights with representatives of the MIREA in order to resolve the housing situation with the residents of the dormitory living there on legal grounds, repeatedly appealed to the Prosecutor's Office of the city of Moscow and the Department of the Federal Bailiffs' Service of Russia for Moscow on the issue of prevention of forced eviction from the dormitory of citizens in respect of whom there are court rulings that have entered into legal force, confirming the legality of their residence in the occupied residential premises.

According to the information provided by the City Property Department, as of 18.01.2021 in the building at bld. 17, Stavropolskaya street, Moscow:

A) 15 families (26 persons) are registered, including:
- 6 families (7 persons) - registered in need of improvement of hou-

sing conditions;

- 6 families (15 persons) - registered in need of housing;
- 3 families (4 persons) - registered in need of assistance.

B) 20 families (45 persons) - removed from the housing registry, including:

- 2 families (6 persons) - in connection with the provision of residential premises under social tenancy agreements;
- 2 families (4 persons) - in connection with the provision of residential premises under sale and purchase agreements;
- 3 families (7 persons) - in connection with the provision of subsidies for the purchase or construction of residential premises;
- 13 families (28 persons) - due to the loss of the grounds for the citizens to further stay on the housing registry, to obtain housing under social tenancy agreements.

The situation with the residents of the dormitory at 17 Stavropolskaya street remains under the control of the Commissioner.

The Report on the Activities of the Commissioner for Human Rights in Moscow on the Observance and Protection of Human Rights and Freedoms in 2018 highlighted the housing problem of former employees of the penal system living at house 15A, Panfilov street.

The residents living at house 15A, Panfilov street were moved into the occupied residential premises in the established order at the end of the 90s, acquired the right to receive the said residential premises under a social tenancy agreement, in 2005-2006 social tenancy agreements were concluded with them for the occupied residential premises, in connection with which they were removed from the housing registry as provided with residential premises.

In 2017-2018, the legality of conclu-

ding social tenancy agreements with the residents was questioned, including in court, due to their improper execution by the institutions of the penal system, namely due to the fact that when concluding the agreements, the transfer of residential premises to citizens was not agreed with the owner and the agreements were signed by an unidentified (unauthorized) person on the part of the landlord, who did not have the right to dispose of the said residential premises at the time of concluding the agreements.

In order to resolve the situation, the Commissioner and her office held a working meeting in 2018, which was attended by representatives of the Federal Property Management Agency, the Territorial Administration of the Federal Property Management Agency in Moscow, as well as the Federal Prison Service of Russia, the Directorate of the Federal Prison Service of Russia for the Moscow Region, Settlement Colony-2 Federal State Institution of the Directorate of the Federal Prison Service of Russia for the Moscow Region, Directorate of the Russian State Register for Moscow, MosgorBTI State Budgetary Institution and representatives of the initiative group of residents, at which it was decided to create a working group to address the housing issues of the residents.

According to the results, 15 social tenancy agreements were concluded, 7 citizens were refused to conclude social tenancy agreements due to the absence of protocols on registration before 01.03.2005 as those in need of improvement of housing conditions.

However, the Commissioner believed that the refusal to conclude social tenancy agreements with citizens, in respect of whom there were no documents confirming their acceptance for housing registration before March 1, 2005, was unreasonable, due to the fact that the former employees of the penal system, residing at 15A, Panfilov street, were put

on the housing registry at the place of work; the issues of concluding social tenancy agreements with pensioners of the Directorate of the Federal Prison Service of Russia for the Moscow Region were previously considered in the prescribed manner on the basis of the submitted documents and positive decisions were taken on them, which confirmed the fact that they were on the housing registration at the place of work before March 1, 2005 and testified to the existence of their right to the occupied residential premises under a social tenancy agreement at the present time.

It was not possible to resolve the housing issue of the considered group of residents in the administrative order, in connection with which the citizens were recommended to apply to court.

In order to assist citizens in the examination of their housing issue in court, they were provided with the legal position of the Commissioner for their housing situation, aimed at protecting their rights.

For the period of 2019-2020 in respect of 17 citizens, court decisions were adopted to recognize their ownership of the residential premises by way of privatization, or to oblige them to conclude a social tenancy agreement for the occupied residential premises, 13 of them took legal effect; the claims of 4 more residents are currently being examined in the court of the first instance.

In 2019, the Commissioner's Office received an appeal of citizen A.O. for assistance to protect her family's housing rights.

In the course of examination of the appeal it was established that the applicant's family consisting of 2 persons (she and her son) was registered and lived at the place of residence in a communal apartment, where it occupied a room with the area of 19 sq. m. and has been on the housing registry since 1993.

When A. O. applied to the City Property Department on the issue of impro-

ving housing conditions, she was refused to provide housing under a social tenancy agreement with the release of the occupied residential premises, and was offered to improve housing conditions by providing a subsidy for the purchase or construction of residential premises.

Having disagreed with the position of the City Property Department, the Commissioner sent the relevant appeals to the City Property Department and the Government of Moscow, which, unfortunately, remained without satisfaction.

In this connection A. O. was recommended to apply to court for protection of her housing rights.

The housing issue of the A. O. family was examined in the Presnenskiy District Court of Moscow, where the Commissioner was a party to the proceedings and in accordance with Article 47 of the Code of Civil Procedure of the Russian Federation submitted her opinion to the court, in which she supported the applicant's claims.

By the decision of the Presnenskiy District Court of Moscow of 2019, the claims of A. O. against the City Property Department on recognition of the refusal to provide housing under the social tenancy agreement as unlawful; on recognition of the right to receive housing under the social tenancy agreement with the release of the occupied residential premises; on the obligation of the City Property Department of the city of Moscow to provide housing under the social tenancy agreement with the release of the occupied residential premises were dismissed.

In accordance with the procedure established by the Code of Civil Procedure of the Russian Federation, the Commissioner lodged an appeal against the decision of the Presnenskiy District Court. By the ruling of the Judicial Division for Civil Cases of the Moscow City Court of 2019, the decision of the Presnenskiy District Court of Moscow was upheld, the appeal of A. O. and the appeal of the Commissioner were dismissed. By the ruling of the judge of the Supreme

Court of the Russian Federation, it was refused to transfer the cassation appeal of the Commissioner for consideration in the court session of the cassation court.

In 2020 A. O. repeatedly applied to the Commissioner's Office for assistance in providing her family with housing under a social tenancy agreement.

Whereas, in accordance with Law No. 29, a subsidy for the purchase or construction of residential premises is provided to citizens recognized as in need of improvement of housing conditions, with their written consent, and the applicant's family did not give consent to the improvement of her family's housing condi-

tions by providing a subsidy, the Commissioner sent an appeal to the City Property Department with a request to re-consider the issue of providing the A. O.'s family with housing under the social tenancy agreement with the release of the occupied residential premises.

According to the answer of the City Property Department, A. O.'s family was offered options for two-room apartments under a social tenancy agreement with the release of the occupied residential premises, one of which they agreed to.

Renovation of Housing Stock in Moscow

On August 1, 2017, Moscow Government Decree No. 497 approved the Program of Housing Stock Renovation in Moscow (hereinafter referred to as the Renovation Program). The approved program includes 5,175 houses with more than 350 thousand apartments with a total area of 16.4 million sq.m. and about 1 million inhabitants. The program implementation period is 15 years.

In 2020, joint Order of the City-Planning Policy Department of Moscow, the Urban Property Department of Moscow and the Department of Moscow Construction No. 45/182/PR-335/20 dated August 12, 2020 (hereinafter referred to as the Order) approved the stages of the Renovation Program implementation, indicating the estimated terms of resettlement.

According to the information provided by the City-Planning Policy Department of Moscow, within the framework of the Renovation Program to date:

- 472 start-up sites with an area of 7.5 million sq. m were selected in all administrative districts of Moscow; work on selection of additional start-up sites is underway;

- 287 houses with an area of 4.6 million sq.m are under design and construction;

- 84 start-up houses with the area of 1.0 million sq.m were commissioned.

- in 72 start-up houses, the residents of 218 houses are being resettled (including: 42 houses completely resettled, 32 houses demolished);

- resettlement of 32.3 thousand inhabitants started; 23.1 thousand inhabitants were completely resettled.

According to the City Property Department, as of the beginning of 2021, 12,360 families (41,814 persons) being in the housing registry live in apartment buildings included in the Renovation Program.

For the period from January 1, 2020 to December 25, 2020, within the framework of the Renovation Program, the City Property Department issued documents for resettlement of 3201 families to equivalent apartments, including:

- 76 families previously included in the housing registry were provided with compensatory apartments with deregistration;

- 20 families were provided with compensatory apartments with preservation of the right to be on the housing registry.

According to the information provided by the Moscow Housing Development Renovation Fund (hereinafter referred to as the Renovation Fund), in 2020, 341 families expressed a desire to improve their living conditions for an additional fee, of which 179 families improved their living conditions by purchasing residential premises from the Renovation Fund (they had already received the keys to the new apartments), while 25 families used a mortgage loan.

The Renovation Fund is constantly working with the banking community to provide citizens with an affordable way to purchase additional housing under the Renovation Program.

In order to ensure the rights of residents of the apartment buildings being resettled, working meetings were held with representatives of the leading banks of Russia in terms of cooperation and coordination of the mechanism for granting loans to residents, taking into account the peculiarities of the Renovation Program.

Currently, residents moving under the Renovation Program can take mortgage loans from the following banks: Gazprombank JSC, Sberbank PJSC, TransCapitalBank PJSC.

These banks offer an opportunity for citizens to conclude a mortgage transaction for the apartment purchase under the Renovation Program entirely at the expense of the mortgage without an initial payment.

In 2020, the Commissioner's Office monitored the situation related to housing stock renovation activities in Moscow, as in previous years.

The hot line for receiving appeals related to the implementation of the housing renovation program continues to operate, prompt receipt of city residents' appeals on the specified issues is carried out, and feedback by e-mail is organized at the Commissioner's Office.

As of January 1, 2021, the Commissioner's Office received 48 appeals from the capital residents on issues related to the Renovation Program implementation.

The main issues of concern to residents are the timing of resettlement of apartment buildings included in the Renovation Program, as well as the improvement of housing conditions under the Program.

Residents also complained about violations of rights to a favorable environment in connection with the construction of houses under the Renovation Program. For more details on the Commissioner's work on this issue see section XI.1 "Right to Favorable Environment".

There were also some complaints of residents on provision of residential premises that did not meet their wishes, quality of the housing provided, as well as provision of residential premises with a smaller living area than the current residential premises with payment of monetary compensation.

Based on the results of appeals consideration, citizens are given explanations in accordance with the norms of the current legislation, and assistance on protection of their rights in case of violation detection is provided.

After approval of the Renovation Program implementation stages, the Commissioner's Office received complaints from citizens who disagreed with the terms of resettlement from their apartment buildings.

Thus, in particular, the residents of house 8 at 2nd Pryadilnaya street addressed the Commissioner for assistance in resettling their house during the 1st stage of the Renovation Program.

According to the results of the appeal consideration, it was established that the apartment building at the above address is a 4-storey 5-section house of an individual design built in 1925. According to the Technical Inventory Bureau, physical wear as of 01.01.2006 amounted to 69%, as of

January 2016-71.0%.

According to the conclusions of Zhilishche-21 NPF the building is in emergency technical condition.

According to the conclusion of the specialized organization SMU-10 LLC of October 2011, house 8 at 2nd Pryadilnaya street is in emergency condition, it is necessary to carry out a set of measures for replacement and repair of structural elements and engineering systems.

In accordance with the conclusion of Independent Agency for Construction Expertise LLC of 19.04.2017 the said residential house is in emergency condition and subject to demolition or reconstruction according to the identified signs.

The residential building at the above address is included in the list of apartment buildings, the resettlement of which shall be carried out in 2025-2028 within the framework of the Renovation Program (Stage 2).

Taking into account the unsatisfactory technical condition of the house, taking into account that in accordance with Paragraph 5.2 of the Order, the terms specified in the annexes thereto are indicative and can be adjusted within the framework of the Renovation Program by making appropriate changes, the Commissioner sent an application to the Moscow Government for consideration of the issue of inclusion of house 8 at 2nd Pryadilnaya street in the 1st stage of the Renovation Program implementation.

According to the information provided by the Government of Moscow in reply to the Commissioner's appeal, "12 start-up sites have been approved in the Izmaylovo District; at the moment start-up sites for the construction of residential houses are being additionally worked out, taking into account urban development restrictions and prospective development, including in the Izmaylovo District.

Resettlement of Izmaylovo residents will be started after commissioning of the facilities and their transfer for settlement. The decision on resettlement of residents

shall be made after determining the compliance of apartment layout of the houses being resettled with the resource of the built houses area. The priority of resettlement is carried out in accordance with the urban planning documentation, the development of which is based on the principle of "wave resettlement". The first wave of resettlement included houses, taking into account many factors, including:

- possibility of placing start-up sites of the second wave of resettlement at the place of demolition of the houses being resettled;

- possibility of disconnecting the houses being demolished from the utility networks feeding the supporting buildings (availability of transit mains) with the lowest costs;

- requirements for urban planning and compliance with existing building codes and regulations, including sanitary and epidemiological requirements and safety;

- transport accessibility and availability of parking spaces for the facility under construction.

The proposed step-by-step approach will minimize inconveniences for residents of the renovation areas associated with construction.

In respect of all houses included in the Renovation Program, preventive and repair works are envisaged to maintain all systems in working order until the resettlement and demolition are completed. Prior to demolition, the management company shall be responsible for maintenance and proper technical condition of apartment buildings within the framework of apartment building management agreements."

At the same time, one of the main objectives of the Renovation Program is to prevent the growth of the emergency housing stock in Moscow and ensure the development of residential areas and their improvement.

According to Article 4 of Law of the Russian Federation No. 4802-1 dated 15.04.1993 (as amended on 25.05.2020) "On Status of the Capital of the Russian Fe-

deration", the Renovation Program establishes the order of priority for demolition of apartment buildings included in the renovation program. The order of priority for demolition of these apartment buildings is determined taking into account their technical condition.

Thus, the technical condition of the house is one of the main factors in determining the order of priority for its demolition.

In view of the above, we believe that when determining the order of priority for resettlement of the apartment buildings, it is also necessary to take into account the technical condition of the houses and the percentage of their physical wear.

In 2020, the Commissioner's Office received isolated complaints from owners of residential premises in the apartment buildings included in the Renovation Program for resettlement of their families to residential premises, the living area of which is less than the living area in the residential premises being vacated, with payment of monetary compensation.

At the same time, the authorized executive body informs the citizens about the absence of equivalent residential premises in the city resource for the purpose of this house resettlement.

At the same time, according to Article 7.3 of Law of the Russian Federation No. 4802-1 dated 15.04.1993 "On Status of the Capital of the Russian Federation" (hereinafter referred to as Law No. 4802-1), the owners of residential premises in apartment buildings included in the renovation program shall be provided with equivalent residential premises instead of the said residential premises in order to ensure their housing rights.

Equivalent residential premises shall mean residential premises that simultaneously meet the following requirements:

the living area and the number of rooms in such residential premises are not less than the living area and the number of

rooms in the residential premises being vacated, and the total area of such residential premises exceeds the total area of the residential premises being vacated;

such residential premises comply with the standards of improvement established by the legislation of Moscow, as well as have improved finishing in accordance with the requirements established by the regulatory legal act of Moscow;

such residential premises are located in an apartment building located in the same district of Moscow as the apartment building included in the renovation program (the boundaries of the said district are determined as of January 1, 2017), except for the case if the apartment building is located in the Zelenogradskiy, Troitskiy or Novomoskovskiy administrative district of Moscow. In this case, the equivalent residential premises is provided within the boundaries of the administrative district of Moscow, where the apartment building included in the renovation program is located.

Similar guarantees are enshrined in Article 4 of the Law of the city of Moscow No. 14 dated 17.05.2017 "On Additional Guarantees of Housing and Property Rights of Individuals and Legal Entities in the Course of Renovation of the Housing Stock in the City of Moscow" (hereinafter referred to as Law No. 14).

Thus, Law No. 4802-1 and Law No. 14 guarantee the provision of equivalent residential premises to owners, regardless of their presence or absence in the city resource.

I would like to draw attention to the fact that according to Clause 2.15 of Resolution of the Government of Moscow No.517-PP dated August 8, 2017 "On Establishment of the Moscow Housing Renovation Fund", the Renovation Fund is entitled, subject to the consent of the owner, to conclude a contract of exchange of residential premises in the apartment building included in the renovation program, under which the Fund transfers to

the owner the residential premises owned by the Fund and located in Moscow in an apartment building outside the district of Moscow, where the apartment building included in the renovation program is located, which corresponds to the improvement standards and improved finishing requirements established for the purposes of implementation of the Renovation Program, the living area and the number of rooms in which is not less than the living area and the number of rooms in the residential premises in the apartment building included in the Renovation Program, and the total area of which exceeds the total area of the residential premises being vacated by the owner. The conclusion of the contract of exchange of the residential premises is carried out without charging an additional fee to the owner and the Fund.

Thus, the owners of residential premises, at their own discretion, have the right to apply in accordance with the established procedure to the Renovation Fund on the issue of providing them with equivalent residential premises outside the district of Moscow, where the apartment building included in the Renovation Program is located.

According to the information provided by the Renovation Fund, in 2020:

- 342 families were offered to conclude exchange contracts with subsequent compensation for the difference in living area;

- 178 families gave their written consent to resettle on the basis of exchange contracts with subsequent compensation for the difference in living area (the compensation was paid to 92 families who gave such consent), 69 families refused the resettlement options proposed by the Renovation Fund;

- 63 families were provided with living premises outside the district of Moscow, in which the apartment building included in

the Renovation Program is located, within the framework of Clause 2.15 of Resolution of the Government of Moscow No. 517-PP dated August 8, 2017 "On Establishment of the Moscow Housing Renovation Fund".

In some cases, citizens were assisted in resolving their housing situation with a positive result.

Thus, in particular, veteran of the Great Patriotic War, disabled person of group I, applied to the Commissioner's Office, with a request to assist her in the provision of equivalent residential premises with a balcony during the resettlement under the Renovation Program.

The applicant suffers from claustrophobia. In the event of this psychopathological symptom attack, she uses the balcony, which is vital in such cases, to relieve the attack. However, the apartment proposed for resettlement does not have a balcony, and therefore she refused this option.

According to the results of the work carried out jointly with the City Property Department, the housing issue of providing the veteran with residential premises with a balcony was resolved positively.

Families, which disagreed with the housing options offered to them for resettlement on various grounds, applied to the Commissioner's Office for assistance in protection of their rights.

After the Commissioner's appeals to the City Property Department, two families were offered other options of residential premises, to which they gave their consent.

One family complained about poor-quality repair in the apartment provided under the Renovation Program and inaction of the management company. Based on the consideration results, an appeal was sent to the prefecture, and the shortcomings were eliminated.

Monitoring over observance of citizens' rights during the Renovation Program will continue.

8. ASSISTANCE IN PROTECTING CITIZENS' RIGHTS IN THE FIELD OF LABOR RELATIONS

The year 2020 showed the importance and relevance of the issue of observing the rights in the field of labor relations, especially during the period of the COVID-19 pandemic.

Additions to the Constitution of the Russian Federation introduced and approved by citizens in terms of strengthening the state responsibility in this area and the inclusion of a new concept and raising the prestige of the "working man" (Article 75.1) strengthened the relevance of labor rights observance and protection.

In order to strengthen the legal protection of the "working man", in October 2020, the Commissioner and the Moscow Federation of Trade Unions, represented by the Chairman, Mikhail Ivanovich Antontsev, signed an Agreement on Cooperation.

Subject of the Agreement is interaction and exchange of information in order to comply with the constitutional guarantees for social protection and decent work.

The parties consider it necessary to join efforts for coordinated participation in the development and implementation of proposals and decisions aimed at ensuring and protecting human rights and freedom in the social-and-labor sphere.

The Agreement opens up new opportunities for legal protection in such formats, as joint activities on legal education of citizens in the social-and-labor sphere, participation in the development of proposals for the improvement of legislation, participation in interregional and international cooperation in the field of human rights in the social-and-labor sphere.

Recently, there have been some changes to improve the guarantees of labor rights (increase of the minimum wage to the minimum subsistence level; introduc-

tion of an electronic form of employment record books; simplification of the mechanism of compulsory execution of the employer's obligation to pay wages and other amounts due to the employee through the empowerment of state labor inspectors (this initiative has been consistently supported by the Commissioner jointly with the State Labor Inspectorate in Moscow, both at the Coordination Councils and in annual reports).

In addition, since August 2020, the employer cannot complete the process of liquidation of the organization without paying off the employees. The relevant amendments to the Labor Code of the Russian Federation and the Federal Law "On State Registration of Legal Entities and Individual Entrepreneurs" came into force.

Now, in order to make state registration in connection with the liquidation of a legal entity, the employer must submit to the registration authority an application in which, inter alia, it confirms that the settlements with the employees have been made.

Thus, an employee who is dismissed in connection with the organization liquidation is paid a severance pay in the amount of the monthly average wages. If the duration of the employment period of an employee dismissed due to liquidation, exceeds one month, the employer is obliged to pay the average monthly wages for the second month from the date of his/her dismissal or its part in proportion to the period of employment. In exceptional cases, according to the decision of the employment service bodies, if the period of employment exceeds two months, the average wages for the third month of employment shall be paid to the employee.

In this case, the employer may pay all the amounts due to the employee immediately at the time of dismissal.

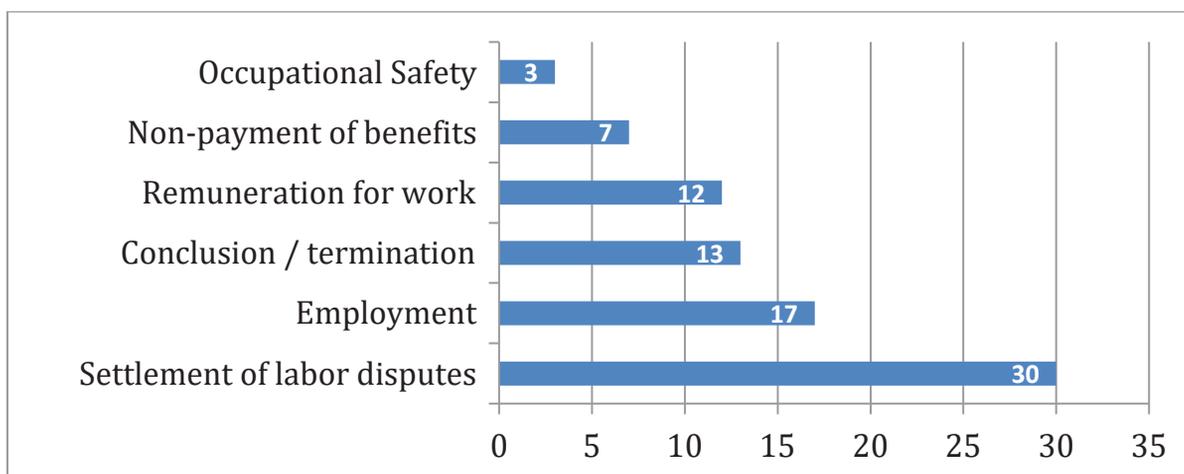
Work with complaints and appeals of citizens in the field of labor relations is one of the main directions in the protection of labor rights.

Taking into account that the activity of the Commissioner supplements the existing forms and means of protection of human and civil rights and freedom, does not cancel and does not entail review of the competence of state authorities and local authorities, their officials providing protection and restoration of violated human and civil rights and freedom, in order to confirm the validity of the complaints and take measures, the complaints were sent to the State Labor Inspectorate in Moscow and Prosecutor's

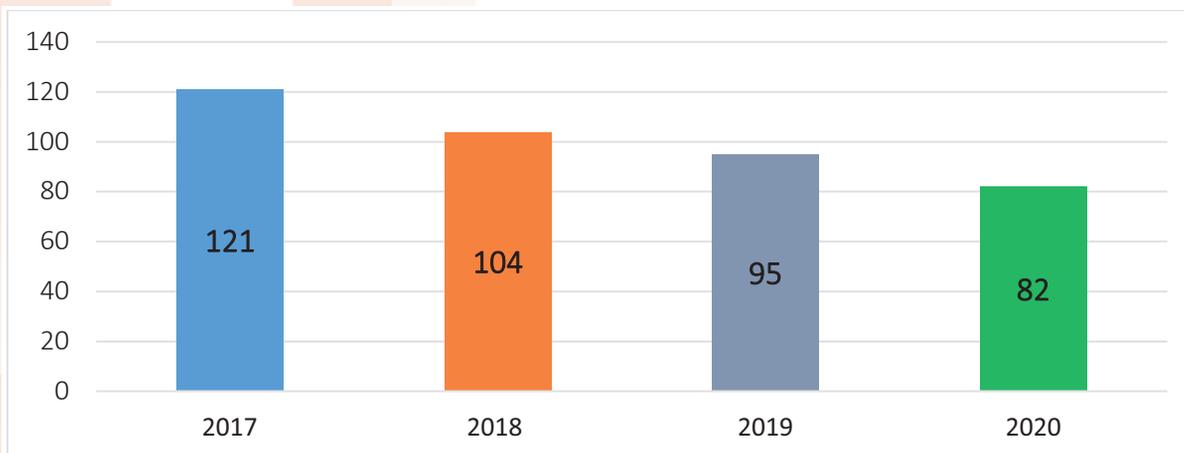
bodies.

As for the applications received by the Commissioner and related to individual labor disputes and subject to consideration exclusively in court, the applicants were explained on the forms and methods of rights protection in accordance with the Labor Code of the Russian Federation.

Over the past year, the Commissioner considered 82 issues contained in 77 appeals and complaints of citizens in the sphere of labor relations and employment, which amounted to 1.7% of the total number of appeals received by the Commissioner in 2020, including the main ones:



Appeals to the Commissioner in the Sphere of Labor Relations (2017-2020)



Results of consideration of appeals: positive and partially positive 14 (14.2%), explanation provided 46 (59.7%), sent according to territory location with control 9 (11.7%).

I believe that a small number of complaints and appeals on issues in the sphere of labor relations is related, first of all, to the consistent and principled position on protection of labor rights of citizens on the part of the State Labor Inspectorate in Moscow and the Prosecutor's bodies of Moscow.

Thus, the State Labor Inspectorate in Moscow, despite the temporary restrictions imposed in Moscow during the peak of the first wave of the pandemic and in compliance with Resolution of the Government of the Russian Federation No. 438 dated 03.04.2020 "On Peculiarities of Implementation of State Control (Supervision), Municipal Control in 2020 and on Amending Clause 7 of Rules for Preparation by State Control (Supervision) and Municipal Control Bodies of Annual Plans for Scheduled Inspections of Legal Entities and Individual Entrepreneurs", conducted 70 percent of the total number of inspections made in 2019. The percentage of effective inspections at the end of 2020 increased and reached the level of 60%, which is 5 % more than in 2019. The total number of violations detected amounted to 70 percent of the volume of violations detected in 2019.

The total amount of delayed wages paid according to the requirements of state labor inspectors amounted to 1 billion 168 million 553 thousand Rubles in 2020.

Taking into account the provision of new powers to state labor inspectors to enforce the employer's obligation to pay accrued but unpaid wages, 208 such decisions were sent to the Federal Bailiff Service Office of Russia in Moscow in respect of 11 legal entities for the total amount of 43 million 873 thousand Rubles.

The Prosecutor's Office found 11,471 violations of labor legislation, made 2,684 submissions, the results of which brought

1,928 officials to disciplinary liability. According to the prosecutors' decisions, 2,583 persons were brought to administrative liability, 211 warnings were announced, 2,518 claims were sent to protect the labor rights of citizens, 631 protests against unlawful legal acts were brought. In order to consider the issue of criminal prosecution, 89 materials were sent to the investigative authorities, under which 85 criminal cases were initiated.

Labor Remuneration

Special attention of the Commissioner, the State Labor Inspectorate of Moscow and the prosecution authorities was paid to the appeals on the issues of remuneration.

Almost half of the appeals to the Commissioner on these issues were connected with the issues related to remuneration, which were also considered by the supervisory authorities at the initiative of the Commissioner.

The city Prosecutor's Office found 6,859 violations of law in the sphere of observance of the citizens' rights to timely and full remuneration of labor, 346 protests were brought, 1,316 submissions were made, as a result of which 828 persons were brought to disciplinary liability, 1,347 persons were brought to administrative liability, 161 warnings were announced. 2,450 applications were sent to the courts. According to Clause 2, Part 2 of Article 37 of the Criminal Procedure Code of the Russian Federation, 72 materials were sent, 69 criminal cases were initiated under Article 145.1 of the Criminal Code of the Russian Federation.

As a result of the measures taken, the wage arrears in the amount of more than 1.2 billion Rubles were repaid.

In order to promptly resolve issues arising in the supervisory activities of the Prosecutor's Office in the field of labor remuneration, the city Prosecutor's Office has formed a permanent interdepartmental working group for the protection of labor rights of citizens, which includes representatives of the Central Investigation

Department of the Investigation Committee of Russia in Moscow, the State Labor Inspectorate in Moscow, the Department of Labor and Social Protection of Population.

Appeals and complaints to the Commissioner in terms of timely payment of wages and benefits in connection with disability during the pandemic were considered with special attention.

For example, D. complained about the violation of labor rights by Vyacheslav Zaytsev Moscow Fashion House OJSC (hereinafter referred to as the organization).

The applicant stated in this appeal that he/she was engaged in employment in the organization under an employment contract. During the year, the organization did not pay wages, did not accept written applications for non-payment of wages and dismissal, and restricted access to the necessary applicant's documents in the building.

As part of a telephone conversation with D., it was reported that the violations of labor rights by the organization were of a mass nature, its employees applied to the Prosecutor's Office of Moscow.

Based on the results of consideration of the appeal to the Prosecutor's Office of Moscow and the State Labor Inspectorate in Moscow, the Commissioner sent appeals to organize an inspection of the circumstances stated by the applicant and take the necessary response measures.

According to the results of the inspection, the Prosecutor's Office of Moscow reported that the applicant's arguments about non-payment of wages were confirmed. The amount of the wages debt was detected, the head of the organization was made a submission on elimination of violations of labor legislation; the General Director was summoned to the Interdistrict Prosecutor's Office to consider the issue of initiation of administrative proceedings against an official and a legal entity, a claim was sent to the district court by the Interdistrict Pro-

secutor in the interests of the applicant. On 14.12.2020, the Meshchanskiy district court sustained the case, and on 19.01.2021, the court decision came into effect.

Currently, according to the website of the courts of general jurisdiction, the Meshchanskiy Interdistrict Prosecutor's Office of Moscow in the interests of the employees of the organization filed several more claims against Vyacheslav Zaytsev Moscow Fashion House OJSC.

The issue of enforcement of the court decision in the interests of D. remains under the Commissioner's control.

The Commissioner was also contacted by an employee of a limited liability company on the fact of non-payment of wages and calculation on the sick leave in 2020 by the employer. As it was stated in the complaint, the applicant's appeals to the General Director did not resolve the issue.

At the initiative of the Commissioner, a Prosecutor's check was carried out, which established the existence of violations of labor legislation with the making a submission to the employer to eliminate the violations.

Besides, the issue of initiating cases of an administrative offense under Part 1, 6 of Article 5.27 of the Administrative Offenses Code of the Russian Federation, in relation to officials and legal entities, was considered.

In 2020, special attention was paid to the protection of labor rights of medical workers. The issues of payment of incentive allowances to doctors are under special control of the city Prosecutor's Office, the State Labor Inspectorate of Moscow, and the Commissioner.

In order to promptly inform doctors about the grounds, procedure and terms of payment of federal and regional incentive allowances, a video was posted on the official YouTube channel of the city Prosecutor's Office (<https://www.youtube.com/watch?v=J4WYJ-SIFqw>),

containing relevant explanations to the medical personnel.

Besides, the city Prosecutor's Office organized a hot line for medical workers in order to provide them with support and advice on violations of their labor and other rights.

The State Labor Inspectorate of Moscow on the basis of Order of Federal Labor and Employment Service No. 157 dated 06.08.2020 "On Conducting Unscheduled On-Site Inspections of Medical Institutions in Terms of Compliance with the Wages-Related Labor Rights of Medical Workers Working in the Conditions of the New Coronavirus Infection" carried out 123 inspections in medical institutions subordinated to the Department of Health of Moscow. In some cases, due to the violation of the payment deadlines, response measures were applied in a timely manner.

As to the absence of incentive payments, in October 2020, the applicant, who worked as a member of the medical-and-nursing team for provision of medical assistance to citizens with COVID-19 coronavirus infection in Maxillofacial Hospital for War Veterans State Budgetary Healthcare Institution of the Moscow Health Department, applied to the Commissioner.

On the initiative of the Commissioner of the Moscow Health Department, an inspection was carried out, as a result of which it was found that in the territory of Maxillofacial Hospital for War Veterans State Budgetary Healthcare Institution of the Moscow Health Department mobile medical-and-nursing teams of dental clinics of Moscow, providing dental care at home to patients with a confirmed diagnosis of COVID-19 and citizens in isolation, were organized from July to September 2020 (Order of the Moscow Health Department No. 282 dated 25.03.2020 "On Temporary Introduction of Restrictive Measures in Medical Institutions of the State Health System of Moscow Providing Primary Specialized Health Care in Dentistry").

According to the schedule of duties of medical-and-nursing teams of medical organizations of the state health care system of Moscow, during the period specified in the appeal, primary specialized medical and sanitary care in dentistry at home was provided by the team of Dental Clinic No.12 Autonomous Public Health Care Institution (DC No. 12 APHCI of the Moscow Health Department), in which the applicant was included.

According to Clause 3 of the Guidelines for establishment of incentive payments for special working conditions and additional load to employees of medical organizations of the Public Health System of Moscow, directly providing medical care (providing conditions for medical care) to patients with a confirmed diagnosis of the new coronavirus infection or suspicion of the new coronavirus infection, approved by Order of Moscow Health Department No. 508 dated 08.05.2020 "On Additional Measures of Financial Incentives for Employees of Medical Organizations Providing Medical Care to Patients with a Confirmed Diagnosis of the New Coronavirus Infection or a Suspicion of the New Coronavirus Infection", incentive payments are established for the payroll employees, including those employed for part-time work, external and internal part-time employees on the basis of the order of the head of the medical organization.

Thus, the incentive payments for work as a part of the medical-and-nursing team should have been made at the expense of DC No. 12 APHCI of the Moscow Health Department on the basis of the Order of the head of the institution.

Based on the results of this appeal consideration, the incentive payments to the applicant were made in full.

Employment

According to the data of the Federal State Statistics Service (Rosstat) published in the report "Social and Economic Situation of Russia" for January-November 2020 <https://rosstatgov.ru/>, the employment ra-

te in September-November 2020 in Moscow was 65.3% (in the Russian Federation-58.3%); the unemployment rate in Moscow was 3.8% (in the Russian Federation - 6.2%).

According to the data provided by the Prosecutor's Office of Moscow, from January 2020 to January 2021, 308,148 persons were declared unemployed in Moscow, 298,422 of them lost their jobs after March 1, 2020.

The Mayor and the Government of Moscow have taken and are taking measures to support unemployed Moscow residents.

In 2020, regional compensation for unemployed citizens was set in such an amount that the total amount of payments, taking into account the unemployment benefit (scholarship), not including an increase in its amount per child (children), payments under additional financial support for unemployed citizens and regional compensation was 19,500 Rubles. (Decree of the Mayor of Moscow No. 12-UM dated 05.03.2020 "On Introduction of a High-Alert Regime").

Resolution of the Government of Moscow No. 2260-PP dated 16.12.2020 "On Establishing the Amounts of Certain Social and Other Payments for 2021" provides for additional financial support to unemployed citizens and citizens during the period of vocational training or additional vocational education as directed by the employment service bodies of Moscow.

The Prosecutor's Offices of the administrative districts and Interdistrict Prosecutor's Offices carried out inspections on implementation of the legislation in executing the powers by the state authorities of Moscow in the field of employment promotion. 960 violations of the law were revealed in this area, 44 claims were sent, 424 submissions were made, resulting in the fact that 195 officials were brought to disciplinary liability, and 43 persons were brought to administrative liability. 1 case file was sent to the prelimi-

nary investigation authorities, 1 criminal case was initiated.

Development of Electronic Services to Improve the Legal Protection of Citizens

The development of electronic services has greatly contributed to the legal protection of citizens, especially during the period of restrictions associated with the pandemic.

So the systematic work that has been carried out in the Federal Labor and Employment Service in recent years on the development of "online inspection", "electronic inspector", "duty inspector" services had the most positive effect on the work of the State Labor Inspectorate during the crisis period.

The opportunities provided by the electronic "online inspection" service allowed citizens to promptly file appeals to the Labor Inspectorate on violations of their labor rights. At the same time, it is very important that the service is quite easy to use, it does not require special training and skills and is available to older people who are not mostly advanced users of information technologies.

The number of appeals to the Inspectorate through the "online inspection" service has more than doubled compared to the same period in 2019. Besides, due to the capabilities of this service, the redirection of citizens' appeals between inspections in cases where they live and work in one subject of the Russian Federation, and the legal address and management bodies of the employer are registered in another subject has been significantly simplified.

"Online inspection" allows significantly reducing the time of the appeal consideration and reduces the cost of inspections for postal correspondence. Besides, it should be noted that citizens' appeals sent through the "online inspection" are overwhelmingly authorized in accordance with federal requirements in

contrast to the appeals received by ordinary mail. This significantly reduces the labor costs of the inspection staff for additional work on clarification of mandatory requirements of Federal Law No. 294-FZ dated 26.12.2008 "On Protection of Rights of Legal Entities and Individual Entrepreneurs in Implementing State Control (Supervision) and Municipal Control" for the possibility of carrying out control and supervisory activities, increases the efficiency and productivity of the inspection on restoration of violated labor rights of citizens.

From the point of view of prevention of violations of labor legislation, the "Electronic Inspector" service is very helpful, allowing an employer and any personnel service to conduct online self-check on the relevant check lists and even determine the possible amount of an administrative fine on an anonymous basis.

The "Duty Inspector" electronic service significantly facilitates the work, allowing to find answers to frequently asked questions or ask a question to the duty inspector online.

During the pandemic, the electronic service for pre-trial appeal proved to be positive. In the future, in 2021, it is planned to create a special section within the framework of the Automated Control and Supervisory Activity Management System (ACSAMS), which will unite all issues on appealing against the actions of officials of the Labor Inspectorate, which will positively affect the efficiency and quality of interaction between employers and applicants with the Labor Inspectorate.

FroRemote Work

The introduction of the high-alert regime in connection with the threat of spread of the new coronavirus infection in Moscow affected the sphere of labor relations also in terms of the need to perform labor functions remotely.

According to Decree of the Mayor of Moscow No. 68-UM dated 08.06.2020 (with

subsequent amendments and additions) "On the Stages of Lifting the Restrictions Established in Connection with the Introduction of the High-Alert Regime", since October 2020 there has been an obligation for employers operating in the territory of Moscow (with the possibility of bringing to administrative liability) to transfer at least 30 percent of employees (contractors under civil contracts) to the remote work.

During 2020, the Commissioner took part in the discussion of a number of draft bills aimed at legal regulation of remote work.

Despite the fact that the Labor Code of the Russian Federation introduced the concept of remote work and provisions on peculiarities of labor regulation of remote employees in 2013, the need for a clearer legal regulation of remote work was particularly acute in 2020.

In record time, there were discussions of the legislative initiative on amendments to the Labor Code of the Russian Federation, regulating labor relations under the conditions of remote work.

Discussions were also held at the Moscow City Duma with the active participation of the Commissioner.

It is gratifying that regardless of party affiliation, the deputies worked in concert, understanding the importance of the issue.

So, in June 2020, a group of deputies, including the Deputy of the Moscow City Duma, the Member of the Federation Council from the State Power Legislative Body of Moscow Inna Yuryevna Svyatenko introduced Federal Draft Bill No. 973264-7 "On Amendments to the Labor Code of the Russian Federation in Terms of Regulation of Remote Work and Temporary Transfer of an Employee to Remote Work on the Employer's Initiative in Exceptional Cases". A month later, in July 2020, this draft law was adopted in the first reading with the possibility of amendments until September, and on November 26, 2020, the draft law on remote (remote) work was adopted in

the third, final reading with entry into force from January 1, 2021.

Moreover, the text of the draft bill retained its human rights orientation in respect of employees. The provision on unacceptability of reducing the wages to the employee when performing labor function remotely was fixed, features of a schedule of work and rest time of the remote worker and organization of work of remote workers, etc. were taken into account.

Acute Issues

The issues of legislative regulation of employment issues in terms of the procedure and conditions of recognizing citizens who do not have a place of residence as unemployed, as well as the issues of determining the amount of payment for inpatient social services for working disabled persons with mental disorders remain acute.

Persons who do not have housing for permanent residence, who applied to the Metropolitan Employment Services with an issue of declaring them unemployed, cannot exercise their constitutional right to social protection against unemployment.

Disabled persons with mental disorders who get social care in inpatient institutions are not motivated to work, because the approach to payment for the provision of social services in the inpatient form has changed at the federal level: instead of 75% of the pension of the recipient of social services, it constitutes 75% of the average per capita income of the recipient of social services.

Thus, the transition to payment for social services in inpatient institutions, taking into account almost all income, including wages income, of the recipient of social services, does not motivate disabled persons with mental disorders to work with labor remuneration, which does not contribute to socialization and labor rehabilitation of these persons.

In December 2020, at the meeting on discussion of the thematic report of the Commissioner for Human Rights of the Russian Federation T.N. Moskalkova "Observance and Protection of Labor Rights of Citizens in the Russian Federation" the Commissioner proposed to discuss these issues.

Taking into account the federal level of regulation, in order to respect the rights of working disabled persons with mental disorders to adaptation and socialization, the rights of citizens who do not have a place of residence to be recognized as unemployed, I propose to continue the discussion, including the discussion at the sites of the Commissioner for Human Rights in the Russian Federation.

9. ON OBSERVANCE OF CITIZENS' RIGHTS TO HEALTH PROTECTION AND MEDICAL ASSISTANCE DURING THE PERIOD OF HIGH-ALERT REGIME

The healthcare system and the medical care organization in Moscow have significantly changed over the last decade: a new standard of polyclinic services has been introduced, and the network of health centers has expanded. Moscow is rapidly becoming a leader in many areas, including the promotion of a healthy and active life.

The largest forum in the sphere of healthcare, the Healthy Moscow Assembly is held in the capital annually at the VDNKH sites.

In January 2020, the XVIII Healthy Moscow Assembly was held. The plenary session "Health of Cities: Big Challenges and Big Opportunities" was attended by the Mayor of Moscow, S.S. Sobyenin.

The Commissioner and the staffers took part in the work of the forum at various sites. More than 90 discussions and expert sessions were held within the framework of the Assembly with the participation of 200 foreign experts from the United Kingdom, Germany, Denmark, the Netherlands, Russia, the United States, Sweden, South Korea and other countries.

More than 30 expositions were presented at the exhibition within the framework of the Assembly, where there was an opportunity not only to see the latest achievements of Moscow medicine, but also to undergo various examinations and get expert advice.

The business program of the forum covered almost all areas of modern medicine, including such important areas as medicine of big cities and digitalization of medicine, which showed its relevance within a few months during the pandemic of new coronavirus infection COVID-19.

The new coronavirus infection COVID-19 has made changes in the life of the capital. Throughout 2020, Moscow was among the anti-leaders in terms of the number of sick and dead. The agenda included the issues of prompt organization

of medical care for a large number of people in compliance with epidemiological safety measures and the need to introduce a high-alert regime.

Problematic issues arising during the period of high alert, including the provision of medicines, were also promptly discussed at public platforms.

In November, the Moscow Ombudsman and the staffers took part in the XI All-Russian Congress "Right to Medicines", which was also held online; the All-Russian Public Organization "League of Patient Defenders" has been the organizer for many years.

The Congress participants noted the deterioration of the medicine provision for the population due to the outbreak of COVID-19 disease, caused, among other things, by high demand, failures with the labeling system introduction, rise in price of raw materials and medicines, exclusion of a number of medicines from the State Register of Medicines (<http://grls.rosminzdrav.ru/>).

The Congress participants supported the decision of the Government of the Russian Federation to establish the Federal Center for Planning and Organization of Medicine Provision for Citizens (Order No. 2798-R of 28.10.2020). This center will be engaged in procurement of medicines within the framework of federal programs, in particular, drugs for treatment of patients with orphan and oncology diseases, HIV and tuberculosis, as well as vaccines included in the national vaccination calendar. The center will also monitor the procurement of medicines and forecast the needs for medicines in the regions. This will help prevent possible interruptions in the supply of drugs and form the necessary reserve in advance.

Problematic issues of life support for patients with diabetes, patients with rare, high-cost diseases were also discussed in

the course of the Congress. Within the framework of the Congress, a discussion-analytical talk show was held with the participation of representatives of the executive and legislative authorities of the federal level, pharmaceutical associations, the scientific community, representatives of patient organizations and practitioners.

The World Health Organization has recognized the outbreak of the new coronavirus infection COVID-19 as a public health emergency of international concern. This decision, inter alia, was due to the speed and scale of the new infection transmission.

Measures aimed at prevention of the emergency situation related to the threat of spread of the new coronavirus infection in Moscow, as well as planning and implementation of measures to protect the population of the city, were and are being carried out in accordance with Federal Laws No. 68-FZ of 21.12.1994 "On Protection of the Population and Territories from Natural and Man-Made Emergencies" and No. 52-FZ of 30.03.1999 "On Sanitary and Epidemiological Well-Being of the Population", resolutions of the Government of the Russian Federation and the Chief State Sanitary Doctor of the Russian Federation.

Within the limits of the existing powers, the Mayor of Moscow S.S. Sobyenin issued Decree No. 12-UM of 05.03.2020 "On Introduction of a High-Alert Regime" (with amendments and changes, hereinafter referred to as Decree No. 12-UM), which introduced the high-alert regime in the territory of Moscow. Decree No. 12-UM, the subsequent editions of which are issued taking into account the epidemiological situation in the city, defines organizational, sanitary and antiepidemic (preventive) measures to prevent the delivery and spread of the new coronavirus infection in the territory of Moscow.

In 2020, the main burden, of course, fell on the capital's health care system,

especially on the diagnostic, laboratory and medical sectors. All human resources, including students, were mobilized.

In accordance with Decree No. 12-UM "On Introduction of a High-Alert Regime", the state healthcare system of Moscow has implemented a set of measures to combat the spread of the new coronavirus infection (COVID-19).

Remote technologies have come to the fore: remote consulting and patient supervision, remote prescriptions, disability sheets, personnel retraining, etc.

The Moscow Health Department organized remote consultations of patients with COVID-19 undergoing treatment at home by doctors of the Telemedicine Center of the Moscow Health Department around the clock.

For certain categories of Moscow residents having rights to measures of social support, remote prescription in electronic form for a period of up to 180 days and provision of medicines and medical products at home by medical and social workers was organized, which allowed to minimize independent visits of patients to medical institutions.

Drug provision for patients undergoing treatment with the new coronavirus infection COVID-19 at home is carried out at the expense of the budget of Moscow.

Ambulatory CT-centers were organized in 33 buildings of medical organizations for diagnostics and observation of patients with COVID-19 and detection of viral pneumonia around the clock.

16 laboratory centers for diagnosing the coronavirus by PCR (polymerase chain reaction - one of the most accurate methods for infectious diseases diagnostics) have been established under the Moscow Health Department. The laboratories are staffed by qualified specialists-doctors, laboratory technicians and medical technologists who have undergone additional two-day training in

the Federal Center for Hygiene and Epidemiology of Rospotrebnadzor.

8 private laboratories joined the testing. The capacity of all laboratories, including private ones, is about 70 thousand PCR tests per day.

Applications for research are submitted to the laboratory in electronic form; the term of the test is 24 hours; the result is recorded in the Unified Medical Information and Analytical System [UMIAS]. The laboratories conduct researches around the clock.

As of January 2021, about 40 thousand PCR tests were made in Moscow every day, amounting about 400 tests per 100 thousand population. If necessary, the capacity of the laboratories will be increased.

Rapid tests for COVID-19 are also used for prompt decision-making on the tactics of patients' treatment.

In all polyclinics of the city, including children's polyclinics, the possibility of conducting tests to determine immunoglobulins for the new coronavirus infection (COVID-19) was organized.

The results of tests are available in the patient's electronic medical card in the personal cabinet on the website <https://www.mos.ru>, after three days from the date of biological material delivery. Employers can also test employees for COVID-19 disease using the ELISA method.

According to the data of the Moscow Health Department, from March 10, 2020 to January 2021, 8.6 million PCR tests were performed in Moscow, and since May more than 5.8 million tests were performed to determine immunoglobulins for the new coronavirus infection (COVID-19).

In order to provide timely medical care to patients with the new coronavirus infection, the Moscow Health Department has drawn up a plan for the gradual re-profiling of inpatient-type medical organizations of the state healthcare system of Moscow.

The maximum work was organized for 26,247 beds, of which:

18,700 beds in medical institutions of the state healthcare system of Moscow (16,586 - on the basis of COVID-centers, 2,114 beds - in follow-up centers); 6,025 beds - in federal medical organizations and 1,522 beds - in private medical organizations.

Organization of dental care was also changed to take into account the high-alert regime. Scheduled therapeutic, surgical, orthopaedic, orthodontic, preventive and children's dental procedures, as well as dispensary and preventive medical examinations were temporarily suspended in all medical institutions of the state healthcare system of Moscow, providing medical dental care, from March 26, 2020 to June 16, 2020.

The measures taken were of a temporary nature and were aimed at preserving the health of Moscow residents and preventing further spread of the new coronavirus infection COVID-19 in the territory of Moscow.

Dental medical care to citizens (adults and children) in emergency and urgent forms (acute tooth pain, dental injuries, stomatitis) continued to be provided in all medical institutions of the state healthcare system of Moscow during their working hours in full, including repair of dentures.

The work of mobile medical-and-nursing dental teams, which provided medical dental care to patients with the new coronavirus infection COVID-19 in hospitals, observatories and at the place of residence (stay), was organized.

In order to support medical professionals and continue the process of professional development, a remote form of training and retraining of medical personnel to combat COVID-19 was quickly organized.

Advanced training and retraining of doctors in 2020 was carried out in universities of the Ministry of Health of the Russian Federation: Federal State Budgetary Educational Institution of Further Professional Education of the Russian Medical Academy of Continuous

Postgraduate Education, First Moscow State Medical University named after I.M. Sechenov, Russian National Research Medical University named after N.I. Pirogov, Moscow State University of Medicine and Dentistry named after A.I. Yevdokimov and in the organizations of the Moscow Health Department.

In 2020, the number of doctors trained at the advanced training courses and under retraining programs amounted to 28,207 persons, including 9,619 doctors in the training and accreditation Medical Simulation Center of the City Clinical Hospital named after S.P. Botkin State Budgetary Healthcare Institution of the Moscow Health Department.

The number of secondary medical personnel trained at the professional development courses in 2020 amounted to 65,327 persons.

More than 120 thousand medical workers of the capital are involved in continuous medical education. Among them, more than 60 thousand are medical workers with higher education and more than 60 thousand are medical workers with secondary vocational education.

Remote learning within the framework of the program of continuous medical and pharmaceutical education is available to specialists on the edu.rosminzdrav.ru portal.

Improvement of qualification for specialists is free of charge. For these purposes, the funds of the fixed insurance reserve of the Territorial Fund of Compulsory Medical Education are provided for.

More than 200 metropolitan physicians have passed online training with the best foreign experts in 2020. The educational program was conducted by representatives of leading clinics of Spain, Germany, Great Britain, and South Korea.

In 2020, within the framework of the city contest of professional skills "Moscow Masters" and the Moscow festival in the field of healthcare "Formula of Life", the Moscow Health Department jointly with

Professional Union of Healthcare Workers Regional Public Organization of Moscow held a city competition of professional skills "The Best Nurse" and "The Best Medical Assistant of Emergency and Urgent Care". The winners were awarded with commemorative gifts and monetary certificates from the Government of Moscow and the organizers of the contest.

More than 11,000 medical workers were awarded state awards, awards of the Ministry of Health of the Russian Federation, the Government of Moscow, the Moscow Health Department.

Vaccination as One of the Ways to Fight the Epidemic

In the period from September to December 2020, the Moscow residents were vaccinated against seasonal influenza free of charge. The main population groups to be vaccinated were polyclinic patients suffering from chronic diseases, persons over 60 years of age, children, as well as industry workers who are in the most frequent contact with the population.

On December 5, 2020, vaccination against the new coronavirus infection COVID-19 started in Moscow in the centers of the city adult polyclinics.

Appeals

In the past year, the Commissioner and the staffers considered 260 appeals in the field of health care (excluding appeals received from detention facilities), containing 269 questions, 56 (21%) of which on the new coronavirus infection COVID-19, which amounted to 6% of the total number of questions received by the Commissioner in 2020.

76% of appeals on this topic were considered positively, partially positively, directed according to the territory, explained, etc.

Main issues of concern for Moscow residents in the field of health care:

- work of medical institutions and organization of medical services - 85;
- provision of medicines - 64;

- issues of medical and preventive care - 40;

- issues of organization of medical and social examination - 26.

Complaints and appeals to the Commissioner during 2020 on the provision of medical care in medical institutions subordinated to the Department of Health of the city of Moscow, if justified, were timely resolved at the level of the Department.

The Commissioner did not receive any substantiated complaints about the inadequate quality of treatment in connection with COVID-19.

Unfortunately, not all Moscow residents understood the need for strict restrictive measures in connection with the rapid and large-scale spread of COVID-19.

In many appeals, citizens expressed dissatisfaction with the impossibility of free movement in the city, the need for self-isolation in case of contacts with patients with COVID-19, patients with ARVI, difficulties in issuing sick leaves to working citizens, etc.

Thus, for example, the website of the Commissioner received an appeal of a citizen concerning the issue of a sick leave during the period of the applicant's self-isolation from 30.03.2020 to 14.04.2020.

When considering this appeal jointly with the Moscow Health Department, it was established that in City Polyclinic No. 22 State Budgetary Healthcare Institution of the Moscow Health Department (hereinafter - City Polyclinic No. 22 SBHI MHD) a sick leave under quarantine was issued to the applicant without visiting the polyclinic for the period from 12.05.2020 to 31.05.2020 according to the application submitted to the reference-and-information service.

Subsequently, on 31.05.2020 the sick leave was extended remotely from 01.06.2020 to 14.06.2020. On the issue of the sick leave registration for a period from 30.03.2020 to 14.04.2020 the applicant did not apply to City Polyclinic No. 22 SBHI MHD.

It was explained to the applicant that according to Resolution of the Government of the Russian Federation No. 402 of 01.04.2020 (hereinafter referred to as Resolution No. 402) the provisional rules for the sick leave issuance, determination and payment of temporary disability benefits to persons subject to compulsory medical insurance in case of temporary disability and during their stay in quarantine in connection with the spread of the new coronavirus infection COVID-19 were approved. The benefit shall be paid on the basis of the sick leave placed in the system of the Social Insurance Fund of Russia in the form of an electronic document.

In accordance with Resolution No. 402, a citizen belonging to risk groups must inform the employer in a manner excluding personal presence (by phone, SMS, e-mail, etc.) of his/her intention to receive an electronic sick leave for the period of his/her stay in quarantine or in self-isolation.

The electronic sick leave shall be issued on the basis of the data submitted by the employer to the Social Insurance Fund of the Russian Federation (hereinafter referred to as the Fund), the list of which is presented on the Fund's website (<https://fss.ru>) in the "Electronic Sick Leave" section, "Temporary Sick Leave Issuance Rules for People of 65 Years and Older" subsection.

On the basis of the same data, the Fund shall determine and pay a temporary disability benefit.

Results of R&D on Healthcare

Restrictions of the rights of the population during the pandemic have raised questions among citizens and a number of human rights defenders. Despite the conclusions of the Ministry of Justice of the Russian Federation on the correctness of restrictive measures during the pandemic from the point of view of law, the measures taken and the conclusion on their validity were criticized by a number of experts (for example, some experts noted that the conclusions of the Ministry were not supported by sufficient regulatory justifica-

tion; it is unclear what measures were the subject of examination and what constitutional objectives they meet, etc.).

In 2020, by Order of the Commissioner, State Budgetary Institution of Moscow "Scientific Research Institute of Healthcare and Medical Management Organization of the Moscow Health Department" (SBI SRIHMMO MHD) conducted a scientific study of the problem of observance of citizens' rights to health protection and medical care during the period of high alert in connection with the threat of spread of the coronavirus infection.

In the course of the study, the operationalization of the basic concepts was carried out, the materials of scientific and analytical publications, relevant statistical materials were studied. The analysis of publications in social media, a telephone survey of the population and focus group interviews were carried out.

The following main violations of "medical" rights were considered during the work: the right to receive medical care; receive reliable and timely information on health affecting factors; violations in the field of ensuring epidemic and infectious safety; other violations of rights (creating a risk of negative somatic, emotional and mental consequences due to restrictive measures).

The results of the empirical study showed that the majority of the population only in general terms understands what is included in the right to health protection guaranteed by the Constitution of the Russian Federation, while a third of the respondents could not give any answer to this question at all. Based on this, the experts recommended that public education be conducted on the main components of the right to health protection and content thereof.

Based on the substantive responses received, the experts believe that the core of the notion of the right to health protection is the right to receive medical care that meets the requirements of accessibility,

quality and free-of-charge basis.

The paternalistic perception of the state as the main actor in the situation of the pandemic contributes to the passive position of the population, it is poorly correlated with the need for activity of each citizen to maintain public health.

In some cases, when claiming violation of the rights to medical care, respondents are guided not by the actual existing norms (for example, on the established terms of medical care), but by their ideas about them (that is, people, not knowing the real norms, exaggerate the importance of some situations, and do not consider other situations to be violations of their rights). **This conclusion once again underlines the need for educational work, the implementation of which can be undertaken, for example, by insurance representatives of the MHI Fund, which today are not perceived by the population as assistants in the protection of relevant rights.**

During the pandemic, more than half of the adult population reported the need for medical assistance. At the same time, most of those who applied during this period did not face any problems in obtaining it. Among the complaints, the most frequent ones include the increased time of waiting for medical assistance (the problem is still relevant at the moment) and refusals to receive it, often caused by the absence of the necessary specialist in the medical institution. Thus, based on the estimates of the respondents, it can be concluded that about 16% of the adult population experienced a violation of the rights to medical care during the pandemic.

It was established that the respondents who had suffered from the coronavirus and were waiting for the results of testing, as well as those with chronic diseases, were significantly more often to speak about the facts of violation of the rights to medical care. Among them, about 7% of the groups of persons with chronic diseases (oncological, cardiovascular, endocrine, as well as requiring dialysis), es-

pecially protected by the state, noted cases of denial of assistance during the pandemic. Additional measures should be taken to respect the rights of this group of persons to health care and medical assistance, including informing these persons of their real rights and how to assert them. Among other things, persons with specified diseases should be further informed that, even during the pandemic, medical care should be provided to them in full. The study shows that among all the potential risk groups examined, people with chronic diseases were the most vulnerable in terms of the right to health care and medical care in Moscow.

According to the qualitative phase of the study, a significant number of situations of violations of rights, including those described by representatives of vulnerable groups, occurred in the primary level: this is an excess of the fixed time of waiting for doctors on duty in polyclinics and a refusal or excess of the fixed waiting time in case of calling for doctors on duty or an ambulance at home. The data obtained indicate the need to strengthen control over the observance of patients' rights in the primary level.

More than a quarter of Moscow residents had to postpone the preventive measures (checkup, medical examination, vaccination, additional visits to doctors to check their health) due to the pandemic. However, in the context of the changes made to the legislation during the pandemic, these restrictions cannot be considered as a violation of rights.

Peak periods, during which the adult population experienced more problems in obtaining medical care (subjective, retrospective assessment), are correlated with periods of increase in the incidence of coronavirus, and, accordingly, with an increased burden on the health system.

The circumstances of violation of the rights described by the respondents, as well as the perception of these problems, testify to the tolerant attitude of the majority of respondents to the problems they faced du-

ring the pandemic ("I am ready to accept the situation temporarily, as it is caused by the pandemic"). The only critical issue that people are not ready to put up with is a refusal to provide medical assistance.

At the same time, it is incorrect to talk about the full acceptance of these problems by the population: during the group discussion, the idea was constantly expressed that sufficient budgetary funds should be allocated to the health care system so that it could provide quality, prompt and free medical services in all circumstances.

The majority of respondents do not see the need to take any additional actions to defend their violated rights, about 70% of respondents who were asked a question about how to solve the problems encountered, found it difficult to give an answer to it.

The main strategy in case of a problem situation related to receiving medical care is avoidance: refusal to take any action, self-treatment or seeking fee-based help to solve the problem. All this confirms the conclusion of many studies on the unwillingness of a significant part of the population to defend their rights.

It is necessary to develop a culture of solving the problem on the spot. Patients should be recommended to first try to resolve the problem inside the organization. At the same time, the medical institution should establish a clear procedure for solving typical problems, which should be communicated to patients (for example, by placing information stands with algorithms that include a description of typical situations, information on persons in the institution to be contacted to solve the problem, and last of all, information on how and in which cases higher organizations should be contacted). Well-established feedback system in medical institutions will contribute, among other things, to the formation of the population's ideas about the possibility of prompt resolution of the problem on the spot.

Part of the population, according to

their own statement, faced a deterioration of the emotional state (feeling of fear, anxiety, stress) due to the introduction of the self-isolation regime. At the same time, respondents who received sufficient information about the coronavirus were significantly less likely to experience negative emotional consequences because of the introduction of this restrictive measure.

The information campaigns about the coronavirus carried out in the course of the pandemic met the needs of the majority of Moscow residents, except for those who fundamentally do not trust official information. The actions of Moscow residents to prevent coronavirus disease were determined by the measures introduced by the authorities to combat the spread of the infection: the vast majority of participants stated that they wore masks, gloves, disinfected surfaces, etc.

At the same time, it is possible to record the problem areas associated with the lack of communication between the authorities and citizens: the participants of the discussions pointed to the inconsistency and insufficiency of information about the signs of the disease, measures to combat it, there was also a lack of confidence in the official data on those who fell ill and died from the coronavirus.

Based on the respondents' answers, the following recommendations on the formation of information policy can be proposed:

1) reducing the inconsistency of information - it is necessary to carefully coordinate the information about the coronavirus coming from officials and published in official sources (officials should not contradict each other in their statements). If measures earlier recommended for execution are recognized by experts as ineffective, when implementing new measures it is necessary to emphasize the cancellation of the previous ones and explain why they are now considered ineffective in terms of the latest data;

2) it is necessary to implement the request of the population for a more accessible presentation of information about the coronavirus.

Greater openness, transparency and consistency of the information provided on the measures taken by the authorities to combat the coronavirus will increase confidence in future measures, including those related to the mass use of the coronavirus vaccine.

Among the effective measures to combat the coronavirus, the respondents named the transfer to remote work, introduction of a self-isolation regime and wearing of masks in public places. The studied measures taken by the Moscow Government in the first wave were considered effective by the respondents. At the same time, the assessment of the measures effectiveness is related to the respondents' awareness: awareness of the coronavirus increases the effectiveness of these measures in the eyes of the respondents.

For the majority of working Moscow residents, safe working conditions were provided during the pandemic. A quarter of the respondents whose working conditions during the pandemic were not fully safe are more likely to complain about the lack of conditions for maintaining social distance in the workplace. However, it should be noted that when assessing the working conditions safety during the pandemic, the respondents were often guided not by regulated norms, but by their ideas about how it should be.

Part of the population was faced with the problem of lack of personal protective equipment (PPE), which was more relevant at the beginning of the pandemic. There was also a shortage of medicines. This problem was significantly more frequent among people with chronic diseases (previously marked as a vulnerable group), as well as low-income citizens, which may indicate that the shortage was probably mainly related to widely available medicines, while more expensive analogues remained on the

market. This argues for the vulnerability of this group on issues of enforcing the rights to health protection and medical care.

There is a need to structure the channels of appeals on issues of violation of the rights to health protection and medical care. This need can be implemented, for example, by using a chat bot in messengers. The latter can help to choose the best channel to address depending on the rights that have been violated.

The detailed results of the study (review and practical part) are set out in the full report on the scientific study, which is presented by an independent publication and posted on the official website of the Commissioner.

It can be stated that Moscow healthcare system in 2020 adequately withstood the tests of the COVID-19 pandemic.

I express special thanks to all the employees of medical institutions and volunteers who have taken the burden of the fight against the new infection.

I express my condolences to friends and families of the deceased doctors and patients.

At the same time, the pandemic has shown that the importance of providing objective and balanced information disseminated through all means of communication can significantly reduce panic and become a creative force for uniting the whole society in the fight against the spread of the new infection.

Summarizing the conclusions on the results of the Commissioner's activities and the results of the research work, it is possible to recommend the Moscow Health Department, the Moscow City Fund of Compulsory Medical Insurance and insurance medical organizations, the social block of the Government of Moscow to pay attention to the following issues in 2021:

- improvement of public awareness taking into account the information presentation in an accessible form;

- formation of an information policy that does not allow the submission of contradictory information.

RIGHT TO EDUCATION

10. ON IMPLEMENTATION OF RECOMMENDATIONS OF RSPOTREBNADZOR FOR EDUCATIONAL INSTITUTIONS IN THE CONTEXT OF THE NEW CORONAVIRUS INFECTION (COVID-19) SPREAD

New coronavirus infection (COVID-19) introduced changes in the work of educational organizations in the new academic year.

Resolution of the Chief State Sanitary Doctor of the Russian Federation No. 16 of June 30, 2020 approved the sanitary and epidemiological rules SP 3.1/2.4.3598-20 "Sanitary and Epidemiological Requirements for the Arrangement, Maintenance and Organization of Work of Educational Institutions and Other Social Infrastructure Facilities for Children and Young People in the Context of the New Coronavirus Infection (COVID-19) Spread" (hereinafter - SanPiN 3.1/2.4.3598-20), which establish sanitary and epidemiological requirements for a special regime of work, including educational organizations in the conditions of the new coronavirus infection spread.

Also, before the beginning of the academic year, all educational organizations received a joint letter from the Federal Service for Supervision of Consumer Rights Protection and Human Welfare and the Ministry of Education of the Russian Federation No. 02/16587-2020-24/ No. GD-1192/03 dated 12.08.2020, according to which in 2020/2021 academic years, general education organizations should ensure the implementation of educational programs in the routine mode with observance of sanitary and epidemiological requirements in the conditions of prevention of the new coronavirus infection (COVID-19) spread.

The administrations of general education organizations are ordered to organize awareness-raising activities for all participants of the educational process (staff, parents (legal representatives), students) on measures to preserve health, measures to prevent and reduce the risks of the spread of the new coronavirus infection (COVID-19), as well as on organization of individual and (or) group work with students, including with the use of electronic learning tools and remote learning technologies.

The work of schools should be carried out in accordance with SanPiN 3.1/2.4.3598-20, as well as taking into account SanPiN 2.4.2.2821-10 "Sanitary and Epidemiological Requirements to the Conditions and Organization of Education in General Education Institutions" approved by Resolution of the Chief State Sanitary Doctor of the Russian Federation No. 189 of December 29, 2010.

From September 1 to September 15, staffers of the Commissioner visited educational institutions in Moscow in order to monitor compliance with the recommendations of Rospotrebnadzor to prevent the new coronavirus infection spread.

Staffers of the Commissioner selectively examined educational institutions of eight administrative districts, including the pre-school department, where meals were provided for children with food allergies, as well as three educational institutions of the Department of Labor and

Social Protection.

During the monitoring it was established that the requirements of SanPiN 3.1/2.4.3598-20 were generally performed by educational institutions:

- Thermometry is carried out when entering the school, with its results recorded in the log for persons with a body temperature of 37.1°C and above. Dispensers with antiseptic agents are installed. Safe air decontaminators are installed.

- Each class has separate classrooms, where children are taught in all subjects, except for physical training, arts, labor training, technology, physics, chemistry.

- Lessons and breaks are conducted according to a specially designed schedule designed to minimize contacts of students (including reducing their number during thermometry and eating in the canteen).

- Airing of recreation areas and corridors of school premises is carried out during lessons and breaks.

However, several problems were identified during the monitoring. Thus, in educational institutions with a number of students exceeding the design capacity, it is impossible to comply with the recommendations on the differentiation of flows of students according to parallel forms. Students of all parallel forms intersect in the entrance area and in the corridors when moving to the subject classrooms.

As the monitoring was conducted during the warm season, physical training classes were held outside. Educational institutions pointed out that it was impossible to separate the flows of students during the physical training classes in gyms.

The problem of poor performance of cleaning services, the quality of which does not meet the requirements of Rosporebnadzor, was also revealed in some cases in the course of monitoring. According to the Directors of educational institutions, there is a shortage of contractors with the necessary material and human resources in the market. Unilateral termination of the

contract does not guarantee that the next contractor will be able to perform the work efficiently. The reason is a significant reduction in the price of contracts by the contractors (suppliers) themselves in the course of bidding.

In this regard, it seems reasonable to consider the issue of including cleaning services to the list of specialized services established by Resolution of the Government of the Russian Federation No. 99 dated February 04, 2015, for which it is possible to establish additional requirements for procurement participants, for example, a preliminary assessment of the qualifications of potential contractors.

At the same time, taking into account that the cleaning services ensure the safety of children's health, **the Department of Education and Science of Moscow, jointly with the Commissioner, was offered to determine the authorized cleaning enterprises that can be admitted to provide cleaning services for educational institutions. At the same time, provide for the personnel of such authorized cleaning companies to undergo the necessary regular tests for COVID-19 and training.** However, this proposal requires detailed elaboration, as it is in some ways aimed at limiting the competition.

11. ON ORGANIZATION AND CONDUCT OF MASS EDUCATIONAL PROCESS USING REMOTE LEARNING FORMS

During the period of the coronavirus infection (COVID-2019) spread and forced transfer of students of the city education system to remote and electronic learning forms, the Commissioner received 25 appeals, including 11 collective ones, in which the problems of basic education availability for Moscow schoolchildren were noted, and the prerequisites for violation of the constitutional human right to education were indicated (Article 43 of the Constitution of the Russian Federation, Article 5 of Federal law No. 273 of 29.12.2012 "On Education in the Russian Federation").

In this regard, in the spring of 2020, the Commissioner organized monitoring of the educational services quality and availability by visiting 18 educational institutions and regular online monitoring the education of schoolchildren of different age groups.

With the beginning of the new 2020-2021 academic year, the research work "Problems of Respect for the Child's Rights to Education Availability in the Conditions of Implementing the Basic Educational Programs of Primary General and Basic General Education in the Remote Format During the Period of High Alert in Connection with the Threat of the Coronavirus Infection Spread in Moscow" was conducted, the respondents of which were 856 persons from different administrative districts of the capital. It should be noted that the results of the monitoring of the Commissioner and the Research Institute correlate on the main positions.

In the context of the shock transition to education using remote learning forms, the city education system had to create conditions for the implementation of affordable education to all participants of the educational process in short terms.

The basic resource of remote learning in Moscow schools is the Moscow e-school

(MES) and its applications: EJSD (Electronic Journal and School Diary) and the MES Library, which are constantly used by 1,000,000 pupils and 1,500,000 parents (legal representatives); about 100,000 teachers and employees of the education system also work with the MES Library and MES EJSD. MES resources for remote and e-learning simultaneously for all students of the city education system were insufficient during the period of COVID-2019. Transition of all educational institutions to work in the remote format caused an overload of the system and a permanent state of waiting for its connection in all administrative districts of the capital.

In order to ensure the continuous educational process, the Department of Education and Science of Moscow has created a free portal <http://distance.mosedu.ru/>, with continuous technical support, which has become a kind of marketplace for educational service providers - companies and government agencies providing remote and e-learning. This resource allowed all interested parties - teachers, students and their parents to choose a convenient platform and technological solution for lessons, which helped to organize remote and e-learning for students of Moscow schools. At the same time, educational institutions had to use western technologies, like ZOOM, Google Hangouts Meet, which also "hung" in high load conditions. In addition, when using them during remote lessons, unwanted content containing various destructive, including pornographic information, appeared.

Measures have been taken in schools to ensure education availability for every pupil:

- providing families having two or more children with computers and tablets for remote access to educational applications and remote communication

services;

- generating a non-linear schedule to allow children from one family to study using the same computer;

- support for pupils and parents through messengers.

Participants of the educational process confirmed that this decision allowed providing them with the necessary equipment: 39% of families had a computer, 76% of families had a laptop, 79% of families had a dedicated Internet connection.

Children in 62% of families had their own desk and 25% had their own computer or laptop. It is important to note that almost half of the children (46%) used mobile devices in the online learning process.

87% of pupils faced certain technical problems during remote learning.

Assessment of education using remote and electronic learning forms by its participants:

Students of the city education system:

71.8% of schoolchildren noted that they were not ready to switch to remote learning and categorically did not want to study online in the future, 17.2% of schoolchildren agreed to the integration of traditional learning with remote learning, and 11% of schoolchildren considered online classes as the main form of education.

Besides, children of primary school age could not study without the help of parents or other family members, and adolescents characterized remote learning as a process of high complexity of organizational- methodological and organizational-technical work.

Children with disabilities and pupils with health limitations were in the most difficult situation. Pupils with severe speech, vision, hearing, mental disorders, autism spectrum disorders and a number of other ICD diseases have individual educa-

tional routes, which almost equally consist of a training program and a socialization program. Unfortunately, this category of pupils has problems of adapting to the requirements of remote learning.

Teachers of the city education system:

The teachers, in their turn, noted the problems of teaching children with health limitations: problems with attention concentration, complexity of learning at the computer, lack of electronic methodological and educational materials for children with health limitations, inability of parents with health limitations to help their children.

For pupils mastering general education programs, teachers also identified problem areas: lack of isolated areas for each of the children and the need for methodological support for parents from families of different categories, for pupils of sports schools - reduced training performance.

Besides, the teachers highlighted the difficulties that arose in their activities during the implementation of remote learning.

Organizational and technical problems: lack of a printer or scanner at home, instability of the Internet channel, interruption of online lessons by strangers, conflicts of programs, variety of technical means for children, inability to transfer materials to pupils located in other regions.

Methodological and organizational problems:

- linearity of interaction, absence of rules of netiquette, reduction of lesson time, impossibility to see all pupils at the same time;

- dependence on the parents' technical competence, involvement of the pupil's family members in the educational process and holding a large number of personal consultations;

- lack of digitization of the content of such subjects as technology, fine arts, chemistry, biology, music and physical training made it difficult to consolidate the skills and abilities acquired in online lessons.

Issues related to the conduct and verification of review tests and homework.

- problems of a large number of channels for transferring homework: from messenger to security guard at school, dependence of the quality of photos and videos of the transferred tasks on technical competencies of children, parents and quality of the equipment used by them;

- copying off - dishonest task performance;

- increase in the number of pupils who failed to do their homework and the increase in requests from pupils and parents concerning the homework to the classroom teacher.

Increased workload and deterioration of health parameters of teachers.

It was also noted that the increase in the time spent working at the computer to prepare online lessons, check the tasks and conduct individual consultations of pupils in some cases led to the deterioration of vision, dysphonia, psychological stress, diseases of confined space, etc.

At the same time, the teachers highlighted the positive experience of remote learning: the parents saw what the teacher's work was, the teachers' resistance to stress increased, and their professional competences were developed.

Assessing the effectiveness of remote learning and quality of educational results, teachers noted that the real quality of knowledge did not meet the marks, many skills were lost, there was a decrease in the quality of knowledge of children who had technical difficulties, and the self-efficacy of pupils decreased.

Parents of pupils of the city education system:

It is important to note that in the remote format, parents become an important participant in the educational process, and in large families and families with a child with health limitations - a key participant in the educational process. Parents from families in difficult situations

most categorically assessed remote learning, noting that it was difficult to create a working environment for a child; at home the child faces everyday problems and instability, and is more often in a difficult emotional and psychological state.

All categories of parents expressed concern about the quality of their children's education. Most of them noted the worsening of knowledge acquired by the child during the spring stage of remote learning: 46% of parents noted a significant drop in the level of education, 31% believe that the quality has become worse, but they are ready to use additional measures to help children. A minority - 4% of parents noted changes for the better, 13% did not notice any changes, and 7% of parents found it difficult to answer. 92% of parents of pupils of sports schools spoke out against remote learning in sports, as the quality of training and preparation for sports competitions decreases, but they traditionally support remote learning on general education subjects.

The vast majority of parents (86%) spoke out against the remote learning format, only 1% supported it. The compromise option of alternating in-person and online formats seems attractive to 10 % of parents, 3% have not yet decided on their position.

Besides, the parents noted an increase in the children's workload and deterioration of their health: time spent working at the computer increased significantly, which led to deterioration of vision, psychological stress, diseases caused by a sedentary lifestyle.

At the end of the 2019-2020 school year, proposals for improving the quality of provided educational services and solving a complex of related issues were sent to the Mayor of Moscow S.S. Sobyanin. A significant part of them found the support of the Moscow Government:

1. The need to use Russian software with protection against unauthorized interference during online remote lear-

ning, as well as creation of a single mobile solution for access to all educational services of the MES.

According to the information of the Department of Information Technologies of Moscow, in the first quarter of 2021, Mail.ru Group and Rostelecom intend to launch the Spherum service - a platform for teaching and communication of schoolchildren, its testing is planned to be carried out in 15 regions of Russia. The video service will be available on desktop devices and through a mobile application, it will be possible to hold group video conferences of up to 100 participants, each of whom will be able to virtually raise his/her hand or use the screen demonstration. In addition to videoconferencing, teachers will be able to create closed communities and chat rooms to invite parents and pupils. The new service will be integrated with the My School platform of the Ministry of Education, and it will be possible to register in the Spherum through the State Services portal.

2. In the Commissioner's appeal to the Minister of the Government of Moscow, the Head of the Department of Education and Science of Moscow A.B. Molotkov it was proposed to develop the regulatory framework of the MES: "Regulations of the Moscow Electronic School" and "MES Educational Standard". Regulatory consolidation of the provisions of the content and methodological component of the MES, as well as its technical support and technological support will allow to define standards of digital equality: standards of connection to educational platforms, provision of the workplace for a pupil and a teacher, number and duration of lessons, their methodological support. Only a teacher who knows the methodology of remote activities is able to conduct remote lessons efficiently.

For parents involved in the remote learning process, it was proposed to provide training on its organization, prepa-

ration of homework and placement of the completed task, as well as on monitoring the health of children in order to avoid long-term use of electronic learning resources, significantly exceeding the standards.

According to the Moscow Department of Education and Science, by the beginning of the school year, a number of updates in the Moscow Electronic School aimed at modernizing the services for teachers, children and families were prepared and launched in cooperation with the Information Technology Department.

Video conferencing service became available. Teachers no longer need to send messages or e-mail links to different platforms for online lessons. Now each pupil goes to the remote lesson directly from the schedule in the electronic diary. This service also provides security in use - access to the lesson for unregistered users is not possible.

Teachers were trained and retrained in effective and health-saving conducting of classes using remote educational technologies, taking into account the age characteristics of schoolchildren and the recommendations of SanPiN. More than 450 webinars were held between August and October with a total number of participants of more than 50 thousand. More than 7,000 participants attended advanced training courses on online lessons. On the basis of the Institute of content, methods and technologies of education of Moscow City University, a Center for Consulting Support of Teachers was established.

At the same time, it should be noted that the analysis of the existing advanced training programs shows that they rather solve the current problems of rapid preparation of teachers for the implementation of remote learning and are not aimed at the systematic formation of new digital competencies: curating educational content, moderation of online inclusions, management of network training groups, development of educational and

cognitive tasks for network joint activities, creative thinking, psychological competencies, data analytics, creation of digital products.

Updating the model of advanced training, creating a new digital ecosystem of advanced training is a strategic task to increase the availability of quality education for schoolchildren. It is important to build a model of individual training for teachers in the conditions of mass advanced training.

To help all participants of the educational process, a new structure of marking the educational material in the MES was developed, which facilitates the search for the necessary material for the teacher, child and family - a thematic framework. The teacher planning service has been fully updated. Now, for each lesson of the teacher's plan, the library material related to this topic is selected, from which the teacher selects the material necessary for the lesson. The child and family diary displays the educational program for all subjects. The learning process is becoming more open and accessible to Moscow families.

The library of electronic educational materials has a new type of content-video lessons, which are video explanations of the main issues of the school program lasting up to 12 minutes. This is a new format that opens up additional opportunities to demonstrate and explain the material at the lesson, as well as to repeat and consolidate knowledge at home. At the moment, more than 5,000 video lessons prepared by the specialists of the city methodological center have been uploaded to the MES.

3. Every year, on the initiative of the Commissioner, the Rospotrebnadzor Department of Moscow conducted the educational process quality control with the use of personal electronic computers and interactive boards, technical equipment of the educational classrooms of the MES. In case of detecting unsatisfactory results of laboratory tests administrative measures

were applied to officials and legal entities, and orders on elimination of the revealed violations were issued. Taking into account the results obtained, **in order to control the preservation of health of schoolchildren, a proposal was sent to the Rospotrebnadzor on the need to develop unified sanitary-and-hygienic and technical requirements for the electronic school as an integral technical component of the state system of Russian education and the existing Federal State Educational Standards (FSSES).**

On September 28, 2020, the Chief Sanitary Doctor of the Russian Federation approved new sanitary-and-epidemiological requirements for organizations of education and training, recreation and health improvement of children and youth No. 28 SP 2.4.3648-20, which regulate the conditions for equipping educational premises with a marker board, an interactive board or an interactive panel, touch screens, information panels and other means of displaying information, as well as determine the conditions for using computers, laptops, tablets, all-in-one machines, and other electronic means of education (Clauses 2.4.4 and 2.4.5).

4. A proposal to introduce the concept of "remote education" was sent to the Minister of Education of the Russian Federation S.S. Kravtsov, as currently Federal law No. 273-FZ of December 29, 2012 "On Education in the Russian Federation" provides for only the concepts of "e-learning" and "remote education technologies" (Article 16).

The development of modern education involves the appropriate regulation of teaching methods, the content of remote education and the form of its implementation. It is necessary to define target groups of pupils and remote learning standards for different categories of children, form criteria for technical support of all participants of remote education, de-

velop conditions for technological development of the system, etc. This will not only help to develop the remote education as one of the innovative forms of domestic education, but will also determine the rights and responsibilities of its participants.

Proposals for the implementation of the children's right to affordable quality education remain under the working control of the Commissioner:

- development of domestic software with protection against unauthorized interference during online remote learning, as well as the creation of a single mobile solution for access to all educational services of the MES (launch of the Spherum service);

- implementation of training and retraining programs for teachers;

- development of a health support program for schoolchildren and teachers, preventive measures for vision and musculoskeletal system quality.

- ensuring digital equality; providing the pupil and the teacher with appropriate equipment.

12. PROTECTION OF THE RIGHTS OF THE PERSONS WITH DISABILITIES

B In 2020, the coronavirus pandemic and the introduced high-alert mode have even more focused the attention of the Commissioner on protection of the rights of the most socially vulnerable categories of Moscow citizens, and above all, the persons with disabilities.

1.03 million people with disabilities live in Moscow, including more than 44 thousand (4.3%) children with disabilities. 7.1% of the total number of people with disabilities - group I; 51.2% - group II; 37.4% - group III. At the same time, compared to 2020, the number of people with disabilities of group I has not changed, of group II - has decreased by 1.6%, and of group III - has increased by 1.3%.

In 2020, the Commissioner received 179 appeals from people with disabilities (3.9% of the total number of appeals). At the same time, the number of people with disabilities applied for treatment decreased by 34% compared to the previous year, which is more likely due to the introduction of self-isolation in connection with the coronavirus pandemic. At the same time, 54% of appeals (96) were considered with a positive result (last year - 53%).

The largest number of the appeals was received on the following issues: improvement of housing conditions (24), provision of technical means of rehabilitation (18), medical and social examination (12), creation of barrier-free environment (7), provision of sanatorium-resort treatment (5).

The appeals from people with disabilities on the issue of improving housing conditions mostly concern the requests for assistance in housing registration. Some people with disabilities asked the Commissioner to assist in the priority provision of housing, replacement of the provided, in their opinion, inadequate housing with another one. A number of the appeals contained a request to recognize

the residential premises in which they live as unsuitable for wheelchair users. The appeals of the Commissioner for the support of people with disabilities were sent to the City Property Department with control of review on the merits.

On the issue of providing technical means of rehabilitation, citizens' appeals mostly contain the requests to provide the wheelchairs for people with disabilities and prosthetic and orthopaedic products in kind, whereas last year people with disabilities complained mainly about the late payment of compensation for the technical means purchased independently and its amount.

Provision of people with disabilities with technical means of rehabilitation (hereinafter referred to as TMR) is carried out within the framework of the agreement between the Ministry of Health and Social Development of the Russian Federation and the Government of Moscow on transfer of a part of federal powers to the Government of Moscow approved by the resolution of the Government of the Russian Federation No. 2065-r of 31.12.2008.

About 2.2 billion Rubles are allocated annually in the form of subvention for the performance of the powers transferred. In view of the existing deficit of the allocated federal funds, the Government of Moscow will additionally finance the events in a larger amount.

In 2019 the volume of financing from the municipal budget funds amounted to nearly 3 billion Rubles and following the results of 2020 - 3.1 billion Rubles. More than 180,000 people were provided with TMR in the past year, with 80% of people with disabilities receiving TMR in kind and the rest - in the form of compensation payments.

According to the Department of Labor and Population Social Protection, in connection with introduction of high-alert

mode, the instruction for provision of the service "Provision of People with Disabilities with Technical Means of Rehabilitation" was developed with the procedure for actions within the limits of restrictions caused by the unfavorable sanitary and epidemiological situation, which allowed to continue providing people with disabilities in the city with the TMR.

As a part of implementation of sanitary and epidemiological measures in connection with the threat of viral infection spread, the Department purchased the prosthetic and orthopaedic products subject to provision of technical means to people with disabilities over 65 years of age and with chronic diseases at risk, at home or using the mobile teams. 158 prostheses and 1,053 orthoses of various modifications, as well as 1281 pairs of complex orthopedic shoes were purchased.

The Commissioner considers it appropriate in the future to apply the principle of providing people with disabilities with technical means of rehabilitation and conducting appropriate tender procedures taking into account the sanitary and epidemiological situation and will monitor the provision of the necessary technical means to persons at risk.

In order to improve the efficiency of providing people with disabilities with TMR, ensuring contactless filing of an application during the coronavirus pandemic, the Commissioner supports the development of the service "Assignment of compensation for the purchase of technical means of rehabilitation for people with disabilities at the expense of the budget of the city of Moscow" in terms of transfer of the applications for compensation in electronic form using the Portal of State and Municipal Services (Functions) of the city of Moscow.

As for the appeals on the topic of medical and social examination and the formation of a barrier-free environment,

they mostly affect individual situations that require consideration by the relevant authorities in view of specific circumstances. In these cases **the Commissioner sends the requests to the executive authorities with a request to get through and provide possible assistance in resolving the issue. In this case, these issues remain under the control of the Commissioner until they are resolved.**

The maximum integration of people with disabilities into society depends directly on the availability of comprehensive rehabilitation services. In order to provide rehabilitation services, 11 centers of social rehabilitation of people with disabilities, 8 rehabilitation and educational institutions, 95 rehabilitation departments, including 35 departments for children with disabilities operate in the system of the Department of Labor and Population Social Protection, at the territorial social service centers, family and childhood support centers and social assistance centers for family and children.

1,830 children with disabilities study in rehabilitation and educational institutions.

The year 2020 was a special one, as with the introduction of self-isolation and high-alert mode due to the coronavirus pandemic, the rehabilitation institutions of the Department of Labor and Population Social Protection system of suspended the full-time provision of rehabilitation services. During this period, there was an urgent need to develop the mobile forms of rehabilitation of people with disabilities at home in compliance with sanitary and epidemiological requirements, telemedicine, remote rehabilitation in order to ensure the continuity of rehabilitation services vital for the Moscow citizens with disabilities.

The Commissioner raised the issue of the need to continue providing rehabilitation services to people with disabilities, including children with disa-

bilities, in the home environment and, in this regard, to provide people with disabilities, including children with disabilities, with various types of low-cost simulators for conducting rehabilitation classes at home in remote mode.

The Ombudsman, with the support of the public, facilitated the introduction of non-stationary forms of rehabilitation of people with disabilities during this period (42 mobile teams were operating in April-August 2020, and their number has now been increased up to 54).

It can be stated that the measures taken by the Moscow Government during the pandemic generally satisfied the need for rehabilitation services for people with disabilities and children with disabilities. The Office of the Commissioner did not receive any appeals on this topic in 2020.

Taking into account that the Expert Council of the Commissioner includes the heads of the most important public organizations of people and children with disabilities in the city, the Commissioner will jointly keep under special control the further development of high-tech flexible forms of rehabilitation assistance to disabled people.

Sanatorium-resort treatment is a logical continuation of rehabilitation services for people with disabilities and children with disabilities. Provision to people with disabilities and children with disabilities, if there are medical indications, of a trip ticket for sanatorium-resort treatment, carried out in order to prevent the main diseases, in sanatorium-resort organizations, is established by the Federal legislation on the basis of the contractual system in the sphere of procurement of the goods, works, services to ensure state and municipal needs (sub-clause 1.1., Article 6.1. of Federal Law No. 178-FZ of 17.07.99).

The cost of one day of stay in the sanatorium for citizens with disabilities of the 1st group, as well as children with disa-

bilities is established by Order of the Ministry of Labor of Russia of 15.04.2019 No. 247n in the amount not exceeding 1,247.7 Rubles, and for people with disabilities, including children with disabilities, with diseases and injuries of the spinal cord - 1,951.5 Rubles.

The analysis of the problem showed that the specified cost of the federal public service does not correspond to the real cost of the sanatorium resort treatment, which leads to the provision of poor-quality public services to people with disabilities, and sometimes to the disruption of tender procedures due to the absence of bidders, for whom it is not profitable to provide services at the established starting price. Thus, for several years the Department of Labor and Population Social Protection did not conclude state contracts for sanatorium-resort treatment of children with the diseases and consequences of spinal and brain injuries.

The low cost of the service predetermines the residual principle of rendering services to people with disabilities and children with disabilities during their stay in the sanatorium. Check-in takes place in the worst and unsuitable for people with limited mobility room and often does not meet sanitary standards and rules. Treatment is often limited to a minimum of the lowest cost procedures, and people with disabilities are forced to pay for the treatment they need. The quality of food is also organized at the lowest level, which often leads to food poisoning of children with disabilities.

In 2020, the Department of Labor and Population Social Protection provided for the purchase of 178.5 thousand trip tickets for privileged categories of citizens, including for people and children with disabilities, to the health resorts in the Moscow region, the central part of Russia, the Black Sea coast, and the Caucasus Mineral Waters. Due to the pandemic of coronavirus infection, health resorts with which state contracts for the provision of

sanatorium resort treatment services were concluded, could not provide guaranteed safe and quality provision of these services in full. In addition, if the institutions comply with the conditions recommended by Rospotrebnadzor during the pandemic, stay in a sanatorium of Moscow residents of

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These circumstances caused numerous appeals to the Ombudsman of the public with a request to provide assistance in solving the problems of organization of sanatorium-resort treatment of people and children with disabilities.

This issue was submitted by the Metropolitan Ombudsman for consideration at the meeting of the Public Expert Council at the Commissioner.

Following the discussion, the Ombudsman plans to appeal to the Mayor of Moscow with a request to consider the possibility of co-financing the programs of sanatorium and recreation treatment, established by the federal legislation, from the budget of

the city of Moscow, in a manner similar to the additional municipal budget funding for purchase of the technical means of rehabilitation for this category of Moscow residents. The issue was left controlled by the Commissioner.

The issue of employment of young people with disabilities, including those with severe multiple disabilities, remains topical.

During the first stage of self-isolation (March-June 2020), 1,465 people with disabilities applied to the employment service of the city of Moscow for assistance in finding a job. 1,112 people with disabilities were recognized as unemployed, of whom 237 persons (21%) were employed.

In 2020, under the conditions of self-isolation, the Employment Center "My work" organized professional tests, consultations of career experts for applicants with disabilities in a remote format; trainings aimed at effective employment, opening their own business; vocational training and obtaining additional professional education for unemployed citizens; conducting open selection in a remote format.

During the reporting period, more than 700 citizens with disabilities were employed in the organizations of construction, wholesale and retail, finance and insurance, transport and logistics, information technology, manufacturing, hospitality and catering, health care, education, etc.

Socially oriented non-profit organizations providing support to people with disabilities were given 50 premises of the employment center with a total area of 11 thousand sq. m. for free use for three years, of which 17 rooms are planned to be transferred to workshops for working with the citizens with mental disabilities and people with multiple health limitations.

In 2021, the issues of employment of people with disabilities will remain under the special control of the Commissioner and his office, in particu-

lar, for this purpose, close cooperation will continue with “My career” Center, Department of Labor and Population Social Protection and NGOs dealing with the problems of employment of people with disabilities.

During the period of introduction of the restrictive measures in the city of Moscow due to the threat of new coronavirus infection spread, it is important for persons with disabilities to ensure an affordable format of social payments.

The Department of Labor and Population Social Protection provided extension of provision of social payments to people with disabilities without declaration on the basis of the information received within the framework of interdepartmental interaction on extension of disability and on extension of pension payment.

A number of public services (social payments), the application for which is provided both in electronic form and in the Public Service Centers of the city of Moscow, during the period of increased readiness was provided exclusively in electronic form. These services include: regional social additional payment to the pension; monthly compensation payment to a person engaged in the care of a child with disabilities or a person with disabilities since childhood under the age of 23; monthly compensation payment for a child under the age of 18 living in a family in which both or the only parent does not work and is a person with disabilities of group 1 or 2; monthly compensation payment to bereaved children with disabilities and people with disabilities since childhood under the age of 23.

Decisions on provision of such public services were taken by the departments of social protection of population of the city of Moscow on the basis of scanned copies of documents attached to the request, as well as information obtained within the framework of interdepartmental information exchange (i.e. non-corporal appearance of the applicants).

The Commissioner considers it appropriate to maintain a procedure for payment of the regional social additional payment to people with disabilities without any applications after their re-examination and resumption of payment for the entire period of introduction of the restrictions in connection with the coronavirus pandemic.

13. ABOUT THE WORK OF PUBLIC EXPERT COUNCILS AT THE COMMISSIONERS FOR HUMAN RIGHTS AND CHILDREN'S RIGHTS

Public Expert Council at the Commissioner for Human Rights in the City of Moscow (hereinafter referred to as the Council)

The Council was created in accordance with the Law of the city of Moscow of April 15, 2009 No. 6 "On the Commissioner for Human Rights in the city of Moscow".

The Council consists of the representatives of public human rights, educational, medical, cultural and other organizations with the necessary knowledge in the field of protection of human rights and freedoms and experience in human rights activities. The current number of the Council members is 35. The personal composition of the Council can be found on the official website of the Commissioner.

The main form of the Council activity is holding the meetings. Four meetings of the Council were held in 2020.

The first meeting of the Council was held on **January 24, 2020**. Main topic put forward by the Council members for discussion - **"On Implementation of the Right of Moscow Citizens to Affordable Primary Health Care, Assistance of Specialize Doctors for Adults and Children"**.

The representatives of the relevant Department were specially invited to the meeting: Head of the Public Relations Department **Svetlana Nikolayevna Brown**, Head of the Division "Organization of Primary Health Care for Mothers and Children" of the Department of Health of the city of Moscow **Natalya Sergeyeвна Bukavneva**, and Deputy Chief Doctor for Primary Health Care of Municipal Clinical Hospital No. 4 of the Department of Health in the city of Moscow, State Budgetary Healthcare Institution, **Vyacheslav Alekseyevich Novikov**.

The meeting was opened by the Commissioner, who informed about the

results of the work of the Commissioner's Office for problematic and highly publicized situations in 2019, as well as about the appeals and complaints received by the Commissioner's Office. In particular, there was an appeal from people with disabilities living in Severnoe Medvedkovo with a complaint about their attachment to the polyclinics located far from their place of residence in connection with which they cannot independently reach new polyclinics and, as a consequence, they are deprived of the opportunity to receive qualified medical care, including medical examination, in adapted and accessible conditions.

The main report was made by Natalia Sergeyeвна Bukavneva who informed the Council members about introduction of the new-generation comfort standard "Moscow standard +" in the capital's polyclinics.

Further, the members of the Council spoke and identified a number of the areas of concern that need to be addressed: on return of the specialized doctors to the polyclinics at the place of residence of the citizens, including people with disabilities; on increase in the time of the visits of the patients with children to the polyclinics specialists, especially dentists; on absence of free children's dental offices in some polyclinics; on availability of health care facilities for people with disabilities with limited mobility and multi-child families; on organization of the branch of the Medical and Social Assessment Bureau in the Prefecture of Troitsky and Novomoskovsky Administrative Districts; on organization of the "Healthy Vision" room in the South-East Administrative District; on permission to stay in the wards of the inpatient institutions for parents with children from 3 to 7 years, due to the fact that in many cases children require special care; on allocation

of a special day in district polyclinics for medical examination of children from multi-child families; on issuance to the parents of information about the child's vaccinations on flash drives, for prompt provision of relevant data to whom it may concern.

As a result of discussion, the Commissioner sent relevant appeals to the concerned executive authorities of the city with a request to consider the proposals of the Council members to improve availability of primary health care for various categories of Moscow residents.

The second meeting of the Council was held in the form of a video conference on May 19, 2020, at which the issue of **"Protection of the Rights of Moscow Residents in Terms of the Coronavirus Pandemic"** was discussed due to introduction of high-alert mode and self-isolation.

Sergey Anatolyevich Moroz, Head of the Federal Prison Service of Russia for Moscow, as well as volunteers and students of the Russian State Social University were specially invited to participate in the meeting.

In his opening speech, the Moscow Ombudsman informed about the work of the Commissioner's Office during the period of the coronavirus pandemic. During the entire period of self-isolation due to the coronavirus pandemic, the office did not stop working.

The issues and situations in the appeals are very different: problems in the field of healthcare, in the educational and labor spheres, in work of digital platforms, and others. 40 appeals were received on various areas of concern from the representatives of medium and small businesses, which were sent to the Commissioner for Protection of the Rights of Entrepreneurs in the city of Moscow Tatyana Mineyeva and taken under control to provide specific assistance to those who applied.

A large number of the appeals were received from the persons detained in pre-trial detention facilities who cannot protect their rights on their own in this situation. These appeals concerned both medical care and measures for sanitary treatment of the cells, and the lack of means of communication in the context of the pandemic and many other problems. The women detained in pre-trial detention facility No. 6 asked the Commissioner to assist in resolving the issue of replacing the pre-trial restriction during the pandemic. Parents often applied to the Office of the Commissioner about organization of distance learning for children. At the first stage of self-isolation, a large number of the Moscow citizens' appeals concerned the lack of protection means and the need to provide the population with these means free of charge.

Certainly, a separate subject is protection of the rights of healthcare professionals, here it is necessary to understand in detail and discuss in detail at a special meeting of the Public Expert Council.

There was a problem with the mass students expulsion from the Russian State Social University, which is not quite a timely and justified measure during The Office sent requests to the the pandemic. all necessary relevant structures.

During the period of pandemic and self-isolation, the Commissioner closely monitored the situation with protection of the rights of people with disabilities. Provision of full-time rehabilitation services which are urgently needed by this category of the Moscow residents has been suspended, and we believe that it is necessary to return gradually to implementation of the rehabilitation programs, choosing acceptable forms, including rehabilitation in home conditions, in remote form, etc.

Concluding, the Metropolitan Ombudsman noted the role of the volunteer movement, mainly among young

people and students, in implementation of the rights of the Moscow citizens during the pandemic.

Then the Chairman of the Council, Deputy Chairman of the Moscow city Branch of the Red Cross, Lyudmila Konstantinovna Aivar, spoke about the activities of the Moscow Branch of the Russian Red Cross in providing assistance to socially vulnerable categories of the Moscow residents during the period of self-isolation. 350 sets were distributed to needy multi-child families, veterans and migrants.

In cooperation with the Migration Service of the city, there was targeted support for the migrants, together with the Federal Prison Service of Russia for Moscow, the problem of supplying the medicines to pre-trial detention facilities was being solved - as a result, more than 1,000 drugs were delivered.

The volunteers were involved in this work, more than 250 people work in the ranks of the Moscow branch of the Red Cross. At the initial stage, there were problems with issuing the pass-tickets for them, but this issue was worked out with the Department of Transport of the city of Moscow and the problem was resolved.

L. K. Aivar proposed jointly with the management of the Federal Prison Service of Russia for Moscow to work out the issue of delivery of 100 units of the medicines from the Moscow department of the Russian Red Cross to pre-trial detention facilities. As a result, vitamin preparations were transferred to the facilities of the Federal Prison Service of Russia for Moscow.

Yelena Leonidovna Nikolayeva, a Deputy of the Moscow City Duma, spoke about some problems that arose during the period of the coronavirus pandemic. A lot of complaints were received from the residents about construction noises, which increased psychological tension during the period of self-isolation. This issue in the district was resolved after the study and

involvement of the Prefecture.

There was an appeal from the doctors who serve the patients using personal transport about providing free parking. After applying to the City Transport Department, this issue was resolved positively for both social workers and volunteers - free parking was allowed.

In conclusion, Y. L. Nikolayeva supported the need for a legislative definition of the "remote workplace", as in this pandemic situation, organization of work in this form is extremely popular and top-priority.

The Director of the Crisis Center for Women of the Department of Labor and Population Social Protection Natalia Nikolayevna Zavyalova said that during the period of self-isolation, the Center prioritized its work in the remote mode: it conducts the Skype conferences, online subject-matter sessions, clubs, lectures, seminars for all those in need of support. There were 36 women in the Crisis Center during the pandemic. During the period of self-isolation, the number of the requests for psychological assistance increased by 2.5 times.

Andrey Vladimirovich Babushkin, a human rights defender, Chairman of the Committee for Civil Rights, Interregional Charitable Public Organization, a member of the President of Russia's Council on Civil Society and Human Rights, raised the issue of the mass expulsion of 200 students from the Russian State Social University during the pandemic.

Another problem is that employment centers require a certificate from the previous place of work to receive unemployment benefits. In many cases, the enterprises where people worked have already closed and it is impossible to provide the necessary certificate. This situation is under the control of the Commissioner.

The Commissioner for children's rights in the city of Moscow, Olga Vladimirovna Yaroslavskaya, focused on the problem of

organizing summer holidays for children during the pandemic. The most needy category are orphans. Currently, work is in progress on selection of the recreation facilities for them. The request was sent to M. I. Antotsev to the Moscow trade unions with a request to provide information on subordinate recreation facilities for children.

In general, the essence of the problem is that the requirements for organization of children's recreation during the epidemic are not defined. In this regard, the Commissioner sent a request to the Rospotrebnadzor with a request to settle the above issue.

For children living in families, the Moscow Department of Education is ready to organize one shift for 2 thousand people, and the Sports Department is ready to provide summer holidays for about 3 thousand children.

O. V. Yaroslavskaya suggested that the Commissioner should address the Mayor of Moscow with a request to work out the issue of organizing summer holidays for children during the pandemic with delivery of a certificate and extend it for 2021.

The Head of the Federal Prison Service of Russia for Moscow Sergey Anatolyevich Moroz informed the participants of the meeting about the measures taken by the management of the Federal Prison Service of Russia for Moscow to protect the prisoners' rights during the pandemic. In the Federal Prison Service of Russia for Moscow, production of the masks and protective suits was launched on an on-going basis. In addition, the necessary amount of protective equipment was purchased. During the pandemic, the system institutions managed to leave overlimit and avoid mass disease of the prisoners with coronavirus.

Eva Mikhaylovna Merkacheva, Russian journalist, writer, human rights defender, continuing the topic of the pre-trial detention facilities, noted the operational actions of the Federal Prison

Service of Russia for Moscow, which allowed for a day mainly to cope with the problems caused by the spread of the coronavirus.

At the same time, she touched upon a number of challenging subjects: the issue of tests for coronavirus in prisoners remains unresolved; prisoners with oncological diseases have difficulties in providing with necessary medicines, since transfers from the relatives are prohibited and, accordingly, medicines are not received, while they are vital; the system of prisoners' outdoor walking, taking into account the conditions of self-isolation and social distance, needs to be improved; the organization of food for vegetarians, previously food was given to them by relatives, and now they are forced to starve; the problem of mass removal of prisoners to other regions due to the pandemic-people should not be transported until appeal.

The Chairman of the Association of Multi-Child Families of the city of Moscow, Regional Public Organization, member of the Public Chamber of the city of Moscow Natalia Karpovich spoke about the work of the organization during the pandemic. 600 volunteers who received pass-tickets through "My career" to deliver the products to multi-child families work within the framework of the Organization.

Regarding organization of summer holidays, we formulated a package of proposals and sent them to the relevant institutions. In particular, we propose to pay the parents 30 thousand instead of a voucher for independent organization of the child's summer holidays.

The issue has been resolved with provision of multi-child families with the food products. The families were also provided with the office equipment for online communication.

The problem remains with children aged 16-18 who are not provided with one-time financial support in connection with

The problem remains with children aged 16-18 who are not provided with one-time financial support in connection with the Decree of the President of Russia. It was proposed to take the issue into consideration and prepare an appeal to the Mayor of Moscow.

Svetlana Anatolyevna Voytas, Director of Rehabilitation Residential School No. 32, State Budgetary General Education Institution, and Rehabilitation Educational Center No. 7 of the Department of Labor and Population Social Protection, said that the institution during the pandemic was aimed at working with children of healthcare professionals working in the “red” zone with coronavirus patients. The necessary equipment for work with such pupils was provided, and teaching staff for work with this group was prepared. **Work is underway to create a format of educational content that is quickly mastered by children. In general, provision of full-time rehabilitation services in the institutions subordinated to the Department** was resumed on July 1.

Chairman of the Council of the Association of parents of children with disabilities for the city of Moscow Yulia Igorevna Kamal supported the proposal on the need for targeted financial support for children aged 16-18, who were not provided with a one-time financial payment in connection with the Decree of the President of Russia.

In the conditions of self-isolation and, accordingly, limited motor activity, the parents community asks to provide children with disabilities with various types of low-cost training simulators for conducting rehabilitation exercises at home in a remote mode.

The Association monitored how children with disabilities cope with distance education. The results are posted on the organization's website. She suggested, taking into account the situation, to move gradually to the rehabilitation programs at home and in the face-to-face mode. She no-

ted that there was a problem in the fact that the call center accepted calls only from persons older than 65+ and chronically ill, after the Association's appeal, calls are accepted from people with disabilities and from families raising a child with disability.

Denis Igorevich Lytkin, Chairman of the Youth Public Expert Council at the Commissioner for Human Rights in the city of Moscow, (hereinafter referred to as the Youth Council), informed that the members of the Youth Council actively participate in the volunteer movement in order to provide social assistance to the older generation, single, veterans, families who found themselves in a difficult life situation during the period of self-isolation due to the coronavirus pandemic. At the same time, the Youth Council interacts with all movements and organizations working in this area: “We are together”, “Mosvolonter”, “Social volunteer”, “all-Russian national Fund”, “Russian Red Cross”, etc.

Following the results of discussion and taking into account the proposals made by the members of the Youth Council, the Commissioner sent the requests and proposals to the relevant agencies. An appeal was sent to the Mayor of Moscow with a request to consider the possibility of targeted financial support and payment of 10,000 Rubles for children from 16 to 18 years during the period of self-isolation due to the coronavirus pandemic. In addition, the Commissioner sent a request to the Mayor of Moscow to supply the CT apparatus to the Federal Prison Service of Russia for Moscow.

The Commissioner's appeal was sent to the Federal Prison Service of Russia for Moscow on the following issues: organization of free delivery of a number of the medicines to the pre-trial detention facilities from the Moscow Branch of the Red Cross (the issue has been resolved; organization of the meetings of those who

was detained during the Covid period with the attorneys (the issue has been resolved; organization of reception of the transfers during the high alert mode; on the possibility of reviewing the criminal cases in progress in order to change the pre-trial restrictions to home arrest;

On the issue of protection of the rights of the Russian State Social University students, the requests were sent to the Rosobrnadzor, the Prosecutor General's office, Russian State Social University (following the results, some students were restored, the rest was expelled for academic failure).

In order to resolve the issue of providing the students with special equipment for distance education, the Commissioner's appeal was sent to the Deputy Mayor of Moscow in the Government of Moscow for Social Development A.V. Rakova.

On October 15, 2020, the Council held its regular meeting. Two issues were included into the agenda of the meeting: **"Results of preparation of the educational institutions for new school year: peculiarities of school meal organization"** and **"Holding of public events during the period of high alert mode in connection with the coronavirus pandemic"**.

Taking into account the problems submitted for discussion, the following persons were invited to participate in the meeting: Olga Nikolayevna Melnikova, Deputy of the Moscow City Duma, representatives of the Department of Education and Science of the city of Moscow, the Main Directorate of the Ministry of Internal Affairs of Russia for the city of Moscow, Department of the Federal Service for supervision of consumer rights protection and human welfare for the city of Moscow, and educational institutions of the city.

In his opening speech, the Moscow Ombudsman drew attention to the fact that

President of Russia V.V. Putin paid special attention in his Address to the Federal Assembly to the issues of preparation for new school year. And before the beginning of the school year, all heads of the constituent entities of the Russian Federation had to report to the President of Russia on what preparatory work had been carried out. In this regard, the Office of the Commissioner could not circumvent this topic, not only because there is a high-alert mode in connection with the coronavirus, but also because there are new guidelines on catering in the educational institutions. The Office of the Commissioner constantly monitors the situation related to the nutrition of children, having certain diseases and, therefore, in need of special nutrition. At the beginning of this school year, there were cases of children poisoning in educational institutions, the Office received numerous complaints from parents about poor quality of food. During the period of the coronavirus pandemic, according to the decision of the authorities, children from low-income families were given food baskets. Unfortunately, poor-quality products were found in these food baskets, which also caused complaints from parents to the Office of the Commissioner, who carried out inspections of a number of Moscow educational institutions.

Further, the Commissioner for Children's Rights in the city of Moscow made a statement on the results of monitoring the readiness of educational organizations food units for new school year, taking into account new requirements of Rospotrebnadzor, conducted by the Office of the Commissioner.

Natalya Sergeevna Anpetkova, member of the Expert Advisory Council at the Department of Education and Science of the city of Moscow, Chairman of the Commission for control, organization and quality of food in educational institutions of the city of Moscow, informed about the work on quality control and organization of food for students.

On the first issue, the following actions were taken. **The appeal was sent to the pre-school educational facilities with proposals on new approaches to catering in educational institutions, in addition, the Commissioner sent an appeal to the Rospotrebnadzor of the city of Moscow with a proposal to broaden the range of buffet products on the basis of new types of the products of the modern range of the food industry, as well as culinary products of modern developments, recipes of food organizers, as well as on adjustment of the menu based on the preferences of the consumers.**

This issue was later discussed in the Moscow Government and a response to the Moscow Helsinki Group was prepared.

On the second item of the agenda, the speakers were:

Deputy Head of the Department for promotion of protection of rights and freedoms of citizens of the office of the Commissioner on: "Problems of restriction of single pickets in the city of Moscow in connection with the pandemic, and discussion of proposals aimed at resolving this situation (appeal of the Memorial Human Rights Center and the Moscow Helsinki Group to the Commissioner for Human Rights)".

Valery Vasilyevich Borshchev, a human rights defender, member of the Scientific Advisory Council at the Office of the Prosecutor General of the Russian Federation "On amendments to the legislation on public events in connection with the single-person pickets restrictions".

Robert Yuryevich Zinoviev, a lawyer, member of the Presidium of the Inter-republican Bar Association, member of the Council of the Moscow Bar Association: "Problems of access of the lawyers to detained single picketers. Difficulties in performance of professional duties by defenders-lawyers during the period of restrictions related to the pandemic COVID 19".

Andrey Vladimirovich Babushkin, a human rights defender, Chairman of the Interregional Public Charity Organization "Committee for civil rights", member of the President of Russia's Council on Civil Society and Human Rights "Criteria of single picket and main errors in use thereof".

Following the results of discussion, it was planned to hold a working meeting with the representatives of civil society and the Main Directorate of the Ministry of Internal Affairs of Russia for the city of Moscow on implementation of the rights of the participants of pickets and other public events, as well as actions of law enforcement officers during public events.

The last meeting of the Council in the reporting period was held on December 22.

Five questions were put forward for discussion:

1. "Problems of sanatorium-resort treatment of children with disabilities and people with disabilities of the 1st group, musculoskeletal patients".

2. "On importance of preserving the psychological health of the population in modern conditions. On creating a family inclusive center platform for the whole family."

3. "The role of public organizations of the city of Moscow in implementation of the Decree of the President of Russia 474 dated July 21, 2020 "On the national development goals of the Russian Federation for the period until 2030" to achieve the stated goals of breakthrough development of the Russian Federation".

4. "Issues of adherence to the rights of prisoners in pre-trial detention facilities to receive qualified legal assistance in quarantine conditions, the right to see a lawyer; communication with family and relatives".

5. "The right of Moscow citizens to eco-environment. Draft law of the city of Moscow on irreversible catching of street cats".

On the issue of sanatorium-resort treatment of people and children with disabilities, an appeal was prepared to the Mayor of Moscow with a proposal to consider the possibility of co-financing the programs of sanatorium-resort treatment from the budget of the city of Moscow.

The Council members supported

the project presented by Council member S. S. Koval “On creation of a family inclusive center platform for the whole family”, aimed at preserving the psychological health of the population in modern conditions, and decided to provide information support for its development and further promotion.

The Youth Public Expert Council at the Commissioner for Human Rights in the City of Moscow (hereinafter referred to as the Youth Council)

In 2020, the Youth Council continued its work. Currently, the Council consists of 17 persons (personal composition is presented on the official website of the Commissioner).

In 2020, 3 meetings were held, at which a number of topical issues was considered: problems of adolescent drug addiction; protection of the rights of Moscow residents in the context of the Coronavirus pandemic; legal education of youth.

The first off-site meeting of the Youth Council was held on the basis of the Social Rehabilitation Center for Minors “Vozrozhdenie”, State Budgetary Institution of the city of Moscow, of the Department of Labor and Population Social Protection. The participants of the meeting familiarized themselves with the work of the Center, held meetings with teachers and children who are undergoing rehabilitation in the institution.

During the meeting, they discussed the mechanisms of the Youth Council's preventive work among young people on the dangers of alcohol, tobacco, and various narcotic substances consumption, worked out the issue of the formation of “youth reception rooms” in the Prefectures of the city of Moscow on a permanent basis, and the issue of the Youth Council's organization of legal education of the student community.

Based on the results of this mee-

ting, the members of the Youth Council prepared proposals to the Department of Labor and Population Social Protection to expand the network of social rehabilitation institutions, social services for minors in a difficult life situation (drug, alcohol dependence, etc.), following the example of the Social Rehabilitation Center for Minors “Vozrozhdenie”, State Budgetary Institution of the city of Moscow.

The second meeting of the Youth Council was devoted to discussion of the possibility of participation of the Youth Council members in protection of the rights of Moscow citizens in the context of the coronavirus pandemic. For the first time during the period of high alert and self-isolation due to the coronavirus pandemic, the meeting was held online. The members of the Youth Council spoke about what real steps had been taken to support multi-child families, the elderly and other residents in difficult life situations; raised issues requiring attention in this situation; formulated relevant proposals. At the same time, special attention was paid to the following issues: protection of the students' rights, solving the problem of moving the patients with suspected coronavirus to computed tomography centers and back, organization of distance education for children and additional classes with preschoolers and primary school children; problems in operation of the Moscow e-

school application; high price for use of unlimited Internet tariff during the period of distance education of children in multi-child families. All the above-mentioned topics were taken under control and elaboration by the office of the Commissioner.

At the meeting, the participants were also informed about interaction of the members of the Youth Council during the coronavirus pandemic with the "My career" Center on the basis of social service centers; with the all-Russian project "We are together", which was coordinated by Mosvolonter; with mobile teams "Volunteers of Victory" providing assistance to the participants and people with disabilities resulting from the Great Patriotic War, where a personal volunteer was assigned to each veteran to provide psychological support during the pandemic.

At the next meeting of the Youth Council dedicated to legal education of youth, the participants reported on work on popularization of knowledge among the youth of the city of Moscow on human rights in social networks, on the projects implemented in the city on legal education in the youth environment, including in the labor sphere and in cooperation with the trade unions. We discussed the possibility of using Telegram messenger as a platform for legal education of young people.

The meeting was held with the participation of the Youth Department of the Council of Europe, the Moscow Helsinki Group, the Office of the Commissioner for Human Rights in the Yaroslavl region. The colleagues shared their experience of the work of the youth sector and the youth strategy until 2030 on strengthening the culture of human rights, on legal education of young people within the framework of the projects of the Helsinki Group, on conducting on-line educational courses for young people.

Following the results of discussion, it was decided to appeal to the Committee of Public Relations and Youth

Policy of the city of Moscow with a request to consider possibility to include the topics of legal education into the relevant grant projects.

During the reporting year, members of the Youth Council actively participated in various activities, many of which were held on-line in connection with the pandemic: The Immortal Regiment, "Memory Candle", organized sponsored actions for the participants and people with disabilities resulting from the Great Patriotic War in honor of the 75th anniversary of the Great Victory. They took active part as volunteers in the projects "We are together", Social volunteer, medical volunteers, blood donors and Mosvolonter, "Prepare the child to school", "Solidarity in the fight against terrorism", assistance to homeless animals "Best friend", "Thank to the doctors", "Blockade bread", "Happy New year, Veteran". They took part in the work of the youth festival "Stud-fest-2020". They participated in the international seminar of the Office of the United Nations High Commissioner for Refugees in Russia, in the online course of the resource center of the Council of Europe in field of education for democratic citizenship and human rights education, in the IX annual Saint Petersburg International Legal Forum: The Laws of Coronavirus".

At the initiative of the members of the Youth Council since 2020 within the framework of legal education information on the activities of the Commissioner and members of the Youth Council is regularly posted on the social networks, news portals, newspapers of the capital districts, online broadcasting:

<https://vk.com/ombudsman.molsovet>

<https://www.instagram.com/ombudsman.molsovet/>

<https://www.youtube.com/channel/UCljqbHKomkFdvITfP-RmDDg>

<https://www.facebook.com/ombudsman.molsovet/>

Within the framework of education in law, the Youth Council held a creativity

competition "Human rights - as seen by a child" with the pupils of School No. 1400, State Budgetary General Education Institution, the winners were determined, the letters of appreciation and valuable prizes were awarded.

A series of interactive meetings on the topic "Dialogues on the rights of Moscow citizens" was held, at which the representatives of Moscow youth and stu-

dents were able to obtain the necessary information about the Institute of the Commissioner and information from experts in various areas in the form of foresight sessions and cross-interviews.

At the suggestion of the Youth Council, in 2020 the office of the Commissioner concluded a Cooperation Agreement with the Moscow Federation of Trade Unions.

Work of the Children's Public Council at the Commissioner for Children's Rights in the Human Rightsity of Moscow

On January 31, 2020, a meeting of the Children's Public Council at the Commissioner for Children's Rights in the city of Moscow (hereinafter referred to as the Children's Council) was held in the Public and Parliamentary Center of the city of Moscow.

The Commissioner opened the meeting and held the ceremony of transfer of the authorities from Yevgeniy Abramovich Bunimovich, who for 10 years was the Children's Ombudsman of the capital city, to Olga Vladimirovna Yaroslavskaya, appointed to the position of the Head of the Department for protection of the rights and legitimate interests of minors - the Commissioner for children's rights in the city of Moscow.

The Commissioner identified the issues that, in her opinion, require special attention of the members of the Children's Council: these are bullying, trolling in school and social networks, development of the legal education system, participation in various competitions reflecting the civic engagement of the adolescents, interaction with the Youth Council.

During the year, children discussed a number of socially important topics and communicated their initiatives to various departments of the city and federal executive authorities.

In March 2020, due to the new coronavirus infection and the period of self-

isolation, the plans of the Children's Council were adjusted, new forms of interaction through the Internet were developed, and a Media Center was created for development of social networks. With the help of modern technologies, the Children's Council continued to perform its main task remotely: to inform the peers about their rights, to share the contacts of the services where they can apply if necessary, to generate new projects, to talk to adults about their problems. A regular column "On the rights..." was launched on the page of the Children's Council, where children talk about the rights of children.

During the pandemic, the Children's Council boys took an active position: they actively worked as the volunteers, helped other children to get involved in this work, participated in various city and all-Russian projects. The members of the Children's Council also analyzed organization of work on distance education in their schools.

At the meeting of the Children's Council which took place on April 15, the issue of adherence to the children's rights in the conditions of distance education was discussed. The boys noted that the resources of the Moscow Electronic School (MES) is not enough for organization of distance education and e-learning for all students at the same time. The system "hung, slowed down". As a result, the teachers and children had to learn other platforms. Unsuitable con-

tent often appeared on these platforms. Children also noted that not all children have equal access to the Internet and gadgets of the required capacity, that for some children it is difficult to find such a place in the apartment, where nothing distracts from their studies. The opinion of the members of the Children's Council was taken into account when summarizing the results of monitoring the work of the educational system during the pandemic, and these problems were posed to the education system in the appeals of the Commissioner to the Federal and municipal education authorities.

As a part of celebration of the 75th anniversary of the Victory in the Great Patriotic War, the Children's Council, together with the Children's Public Council of the Victory Museum, as well as representatives of Turkey, France, the Republic of Cyprus and the Republic of Belarus, held an online meeting and launched a unique project "Children for peace-75" #detizamir75. The result of the project was a video marathon: in short videos children talked about the heroic deeds of children during the war, read poems on the military theme.

The campaign continued throughout the year. In total, 1,295 participants from 51 regions of the Russian Federation, as well as from other countries, joined it. These are councils of the educational institutions' students, activists of the school museums, volunteer teams, as well as the teachers and parents. On May 16, children took part in a quiz on the history of the Great Patriotic War organized by the Victory Museum.

Much attention in work of the Children's Council was paid to the legal education of schoolchildren. In order to prepare for the International Children's Day, children put forward the initiative to hold a legal quiz "Children have the right".

On June 1, the Children's Council and Law College, State Budgetary General Education Institution, held a legal quiz

"Children have the right". 22 teams of the Moscow schoolchildren participated in the the quiz. Children answered 29 questions from different fields of law stipulated for by the Constitution of the Russian Federation, the UN Convention on the Rights of the Child and Russian Federation Administrative Offence Code. Participation in the quiz encouraged the participants to get to know their own rights better.

Also for the International Children's Day, the Children's Council together with the Moscow educational TV channel Mosobr.tv prepared a flashmob "Children have the right", where the members of the Children's Council told about the rights of children, the UN Convention on the rights of children and Russian legislation. The members of the Children's Council also prepared an interview with the Children's Ombudsman on the rights of children in modern Russia.

In July 2020, the Children's Council members took part in the II all-Russian Meeting of the Children's Public Councils at the Commissioners for children's rights in the constituent entities of the Russian Federation. It was held from July 7 to 14 as a part of the XV International Film Festival "In the Family". The organizers were Anna Yuryevna Kuznetsova, the Commissioner for the President of the Russian Federation for Children's Rights, and Alexander Sergeyeovich Kovtunets, the President of the National Program "In the Family".

Within the framework of the program "In the Family", the organizers held the first School of Positive Content "To be a Blogger". In the contest of the bloggers, member of the Children's Council Sofya Naryshkina took the first place in the city of Moscow.

The first offline event took place in August - participation in the Forum "Health of the Nation" in Gostiny Dvor, where Alina Spandyarova from the Children's Council was among the five winners of the quiz "Everyone has the right to health".

On September 1, the Chairman of the

Children's Council took part in the all-Russian open lesson "Remember is to know" with the participation of the President of the Russian Federation. An open online lesson was held for the senior school students of all educational organizations in Russia and this year it was dedicated to the 75th anniversary of the Victory in the Great Patriotic War. Students of the schools of Crimea, Karelia, Chuvashia, Krasnodar and Kamchatka territories, Novosibirsk, Kursk, Kaliningrad, Moscow, Novgorod, Lipetsk, Ryazan, Vladimir, Kirov, Kemerovo regions and Moscow got in touch with the President of Russia.

The interaction of the members of the Children's Council with the relevant departments of the Government of Moscow and the Russian Federation, various state organizations and public associations is carried out on a permanent basis and is intended to contribute to further development of the modern model of interaction of the civil society of the capital with the state authorities, legislative and law enforcement systems of the capital.

As part of this work, on September 23, the members of the Children's Council took part in the Discussion Club within the framework of the Tverskaya 21 Project. Children told about the Children's Council and took part in a discussion about new technologies and their impact on the environment.

On November 25, the Children's Council met with the Deputy Head of the Department of Education and Science in the city of Moscow N.A. Kiseleva and A.I. Molev. Children asked questions sent by their peers in the process of preparing for this meeting. They were related, mainly, to distance learning. Children were interested in how the academic competitions would be held, whether the level of complexity of the Unified State Examination would be revised, whether it would be possible to pass the GTO in order to have time to get a mark of distinction and additional points for the Unified State Examination, how to organize

the training process so that the distance education would not be harmful for health, first of all, eyesight. Children also raised the issue of the status of the children's public associations in schools, proposed to give them an official status and include them into the rating of schools.

According to the members of the Children's Council, they made sure that they could really be heard by the elders. The members of the Children's Council accepted the proposal on behalf of the Department of Education and Science to meet regularly and to exchange views and ideas. Such meetings allow adults to receive objective information and to take into account the interests of children and adolescents in decision-making, and, if necessary, to provide them with targeted support on various issues. The information is also used to coordinate the interaction of the executive, legislative authorities and various public organizations that are engaged in the projects for formation of a responsible social and civic position among children and youth.

Within the framework of the Project "Personally to Children", which is implemented by the Commissioner for the President of the Russian Federation for Children's Rights, Chairman of the Children's Council Yuliya Snetkova on December 2 interviewed the State Secretary, Deputy Minister of Internal Affairs of the Russian Federation Igor Nikolayevich Zubov. The issues discussed at the meeting concerned the work of the internal affairs authorities in the sphere of protection of the rights and legitimate interests of children. Special attention was paid to the safety of children on the Internet.

On December 11, within the framework of this Project, a meeting of member of the Children's Council Miroslav Kovalevskiy with Minister of Industry and Trade of the Russian Federation Denis Valentinovich Manturov was held. The work of the Ministry of Industry and Trade in the

field of protection of the rights and legitimate interests of children. Special attention was paid to the quality, safety and availability of children's products and baby food in the Russian market, and he also told what control measures in this area have already been implemented and what will be taken in 2021. The Minister proposed to come up with and propose to the Ministry of Industry and Trade the ideas for the production of modern toys in our country.

The final event of the year was a meeting with Children's Public Councils at the Commissioner for children's rights in the constituent entities of the Russian Federation, where children from 18 regions of our country from Kaliningrad to Vladivostok were present. The Councils shared their experience in new conditions of remote format, told about their projects and actions and set the goals for 2021. They noted that the participation of children in decisions affecting their interests contributes to the formation of an active civic position, development of the ability to take responsibility.

Importance of the work of the Children's Council was recognized at the level of the Moscow Mayor. On July 23, members of the Children's Council: Olga Sarkisyan, a graduate of the 11 "E" grade of School No. 2083, and Sofiya Naryshkina, a graduate of the 11 "A" grade of School No. 1678, were presented the honorary awards - the Gratitude of the Moscow Mayor for their great contribution to protection of the rights and legitimate interests of children in the city of Moscow.

Until October 2020, the Children's Council included the delegates from the Student Government of Educational

Institutions of the City Education System, the Moscow Children's Regional Public Organization "Commonwealth", which united more than 600 children's public organizations, and the Regional Public Organization of People with Disabilities "Perspective". The powers of the Council members expired in October of this year, so the formation of new composition of the Children's Public Council at the Children's Ombudsman on a competitive basis began in summer.

Every student of the city was able to take part in the competition "Moscow School of Leaders". This competition is unique for Moscow - it was held for the first time on the initiative of the Children's Ombudsman by the Department of Education and Science of the city of Moscow. The purpose of the competition is to identify the leaders of the student groups of Moscow schools for formation of the Children's Council.

Out of 281 applications, the winners were determined in the process of two-stage selection. They were 33 students from 11 districts of the city, and on November 1, 2020 new Children's Council started its work in new composition. The members of the Children's Council of the previous composition became the experts and mentors of new Children's Council. The Children's Council has five commissions in the following areas: education, sports, culture, social support commission and health care commission.

Children plan to hold legal marathons, discussion platforms, thematic challenges and release videos on social topics.

Work of the Fathers' Council at the Commissioner for Children's Rights in the City of Moscow

In 2020, the Fathers' Council at the city of Moscow (hereinafter referred to as the Fathers' Council) actively used new

forms of interaction with the metropolitan society and the executive authorities of the city of Moscow.

In January 2019, the Children's Ombudsman Olga Yaroslavskaya together with the members of the Fathers' Council approved the report of the Chairman of the Fathers' Council Alexey Chegodayev on the results of work for 2019. During the meeting of the Fathers' Council, the results of the researches and surveys of the Russian Public Opinion Research Center on the role of fathers in modern society were analyzed, and a work plan for 2020 was formed.

The participants of the meeting supported the proposals of the Children's Ombudsman on the need to develop work locally, including through the yard sports clubs, on creation of district fathers' councils and working groups to work out the following directions of work: - Prevention of teenage extremism; - PR and information work; - Sports and health; - Culture; - Career; - History of the city and the family; - Patriotic education, etc. The Fathers' Council also supported the initiative on formation of an information campaign concept.

During the period of necessary self-isolation, with the support of the Commissioner, the Fathers' Council began to implement the decisions made using online technologies.

A working platform was organized to discuss the most pressing topics of concern for the fathers of the capital. Online conferences with the participation of the asset and experts of the Fathers' Council began from the first days of April 2020. At these meetings, topical issues were discussed, among the priority - the topic of domestic violence during the period of self-isolation. The Fathers' Council together with coordinator of the "Responsible Fatherhood" direction of ANNA National Center for combating violence Sergey Zakharov, psychologist of the Crisis Center for Assistance to Women Maksim Rusanov

and expert of the Fathers' Council Pavel Sklyanchuk discussed the information of the human rights organizations on 24% increase in number of the applications to the crisis centers from people who have been subjected to domestic violence. The experts accumulated the proposals on the forms of reducing any manifestations of psychological stress.

The Commissioner noted the need for constant attention and expert support of the professional community on the issue of communication between parents and children in terms of self-isolation regime.

The Fathers' Council continuously updated the content with information - how to organize interesting and active interaction between fathers and children. Fathers posted useful materials about educational, creative, developing, technical, sports activities with children. It was possible to generalize not only the family experience of communication between fathers and grandfathers with children and grandchildren, but also the experience of interaction between coaches and mentors with pupils of the clubs and sections. The projects implemented in various districts of the capital were available both for online participation and for independent use.

The Commissioner outlined the importance of the work of active fathers in the districts - administrative and municipal. The activities of the district Fathers' Councils "on earth" are intended to help to unite responsible, interested and creative fathers. In the context of the pandemic, using the online format of communication, it was possible to create the Fathers' Councils in various districts of the capital and attract active and not indifferent dads to their work.

Online project "Fathers and Children. Moscow" was organized by Anton Lagun (Fathers' Council of the South-Western Administrative District of the city of Moscow). The main task is to involve children and parents in joint

Online project "Fathers and Children. Moscow" was organized by Anton Lagun (Fathers' Council of the South-Western Administrative District of the city of Moscow). The main task is to involve children and parents in joint creativity and development. Within the framework of the project, "YasnoShkola" worked, where linguistic classes for children were held, art history, theatre arts and creative writing were studied. The Game Club organized master classes to create images of various literary and historical characters, folklore classes in the Song Club gathered all interested.

The Fathers' Council of the North-Eastern Administrative District of the city of Moscow implemented a thematic training program for men.

In the "Men's Territory" Project, <https://vk.com/public189131466>, on YouTube channel <https://www.youtube.com/channel> the training materials were posted in the form of lectures, seminars for both present and future fathers, where family psychologists provided individual consulting to married couples. Free consultations by phone or Skype were organized on complex problems.

The Fathers' Council of the Southern Administrative District of the city of Moscow conducts systemic work with the residents of the district on the basis of the Nagatino House of Culture, where online meetings with parents and children were held. Together they participated in creation of family and children's content <https://nagati.ru/news/proekt-muzhskoj-razgovor-priglasheet-otcov-2>

In the year of the 75th anniversary of the Victory in the Great Patriotic war, the Commissioner together with the Fathers' Council paid special attention to implementation of civil and patriotic projects.

The online project "War Correspondent of the Victory" was organized by expert of the Fathers' Council - Sergey Gurov. Within the framework of the

all-Russian Competition of School Journalism, children performed five creative tasks dedicated to the history of the Great Patriotic War. Training workshops with famous actors, journalists and leading experts in various creative fields were organized for the participants. Actress Yana Poplavskaya gave a lesson on "Public Speaking", journalist Semyon Pegov organized a master class on creating a video report, radio host Yevgeniy Yakovlev shared his experience of investigative journalism, and the St. Petersburg Animation Studio "DA" taught the audience in the techniques of visual communication. Following the training, children together with their fathers created a number of video reports about the battles of the Great Patriotic War, videos about different military professions and posted them in TikTok.

Vadim Ovechkin (Fathers' Council of the Southern Administrative District) organized a project of good-neighbourly communication "We meet near the house" and district meetings "History of the district - history of the family". Parents together with their children searched for their ancestors in all corners of the country, and on April 26-27, 2020 they participated in the international online genealogical festival "Genealogy without hindrances" on the topic "Forgotten borderzone". They also participated in the first international online search festival "All the planes of memory - 75", which was broadcasted on the Internet and on TV on May 8, 9 and 10, 2020. Vadim Ovechkin provided SMM support for the festival, and before the beginning of the festival launched a free online marathon on family history on the website - <http://scheduling.school/heritagesearch>. The marathon was held during the days of self-isolation from April 1 to May 31, and all its participants were able to remotely search for information about their ancestors and relatives, created their own little story: <http://scheduling.school/iam>

Given that implementation of the traditional summer holiday programs

Given that implementation of the traditional summer holiday programs and the “Moscow Shift” were postponed, the Commissioner and the Fathers’ Council supported the initiative of Sergey Gurov and Yana Poplavskaya, who organized a remote camp shift “While the heroes are at home” for children and parents. Its first module was an online lecture hall “Late cup of coffee for yourself with a psychologist” for the parent audience, where adults could receive support and psychological assistance. Live broadcasts were released weekly on Saturdays on the HEROES Project page in Instagram <https://www.instagram.com/heroescamp.ru/>

Implementation of Charitable and Volunteer Projects.

Charity events for socially vulnerable categories of the capital residents were organized by the Fathers’ Council of Zelenograd together with the Department of Social Protection of the Zelenograd Administrative District of the city of Moscow. Chairman of the Zelenograd Fathers’ Council Ye. Yelagin handed over the food sets to the families who found themselves in a difficult life situation, and arranged for the supply of bread from the bakery, which was distributed among the residents who were serviced home-based by Zelenograd Territorial Center of Social Service, State-Financed Institution.

Experts of the Fathers’ Council Vadim Oboydikhin, Sergey Morozov and Sergey Perevertaylo in cooperation with the Main Directorate of Internal Affairs for the city of Moscow through the district police departments conducted the sweeps in the North-Eastern Administrative District and the North-Western Administrative District to detect the sale of alcohol, snus to minor Moscow residents.

Development of Interregional Projects

The Commissioner supported the joint

initiative of the Fathers’ Council, the Foundation for Support of Family and Family Values “Fatherhood”, the Interregional Public Organization “Union of Fathers” and, at the beginning of April 2020, the program aimed at development of the culture of fatherhood through the support of parents’ initiatives and the School of Father Projects Leaders “StartPAP” began its work.

Such initiatives as paternal mentoring for children and dads, education of children through sports, care for orphans, involvement of fathers in educational and cultural activities of children, life safety and many other things have been further developed. Each application is a unique author’s project that helps fathers to become leaders and be implemented in a variety of the areas, thereby improving quality of communication and joint pastime with children.

The Commissioner traditionally participates in development of the Moscow media and game project #KrutOtets, which has attracted the attention of millions of parents to the topic of fatherhood.

During the period of self-isolation, the project team increased the number of online broadcasts to three times per week. The Moscow fathers discussed in an open format such topical issues as: distance education; upbringing of children in single-parent families; balance between work and children; domestic violence, etc. Famous parents took part in the programs: Artem Soloveychik, Dmitry Dibrov, Tatyana Lazareva, Shalva Amonoshvili, Andrey Maksimov, Aleksandr Kolmanovskiy, Boris Voitsekhovskiy, Stas Starovoitov, etc.

More than 3,000,000 people watched the broadcast of these online projects and thematic meetings organized by the Fathers’ Council in the #krutOtets groups in OK, FB, VK and YouTube.

Interaction with the Federal and City Authorities

With the support of the Commissioner,

on June 9, 2020 the Chairman of the Fathers' Council A. Chegodayev took part in the meeting of the Chairman of the Federation Council V. I. Matviyenko with the members of the Presidential Council of the Russian Federation on implementation of the state policy in the field of protection of family and children with the representatives of the constituent entities of the Russian Federation.

In his speech, Alexey Chegodayev used the results of monitoring the work of the Moscow Electronic School conducted by the Commissioner during the spring quarantine and outlined a number of topical issues that require an agreed solution: organization of the distance learning process and the need to develop sanitary standards for its implementation; use of the elements of gamification in building coherence and trust between the parents and children, activation of the role of fathers in upbringing of children.

V.I. Matviyenko supported the declared initiatives and recommended the Minister of Education of the Russian Federation S. S. Kravtsov to use the potential of the fathers' community in work on education of children and youth.

The Commissioner and the Fathers' Council pay special attention to the relationship between fathers and the school. On August 14-15, the forum of fathers "Example to follow" was held at the "Boiling Point" site of the Agency for Strategic Initiatives. The Council, together with the Fatherhood Foundation and Interregional Social Organization "Union of Fathers" brought together the Leaders of father communities from 46 regions of Russia, together with the representatives of government and business, and held a lot of vivid discussions.

One of them took place at the round table "Rights and responsibility of fathers", which was organized in the office of the Commissioner for human rights in the Russian Federation. Opening its work, the Commissioner for human rights in the

Russian Federation Tatyana Moskalkova, noted that in recent years a large number of measures have been taken in the field of protection of family rights at the legislative and executive level. At the same time, a number of problems related to responsibility and support of fatherhood have not yet been solved - this is creation of special alimony fund, with the help of which material support will be provided to children who do not receive payments from irresponsible parents, receipt of family (maternal) capital by fathers who are alone raising two or more children whose mothers, who had foreign citizenship, have died.

Commissioner Tatyana Potyayeva, in her turn, drew attention to the need to form legal and civil activity in use of maternity leave by fathers as currently, there is a large gap between men willing (57%) to take maternity leave and using (2%) this opportunity. In addition, the Ombudsman noted the demand for social advertising of a positive image of the family and the father, highlighted insufficient preparation of children in schools for home and economic life, lack of skills of interaction between the father, mother and children.

The participants of the round table - regional ombudsmen, lawyers, representatives of social organizations and scientific and expert community - recognized that the distinctive feature of fathers' communities development are the initiatives implemented not by professional sociologists, but by ordinary Russian men. These projects are aimed at education and upbringing of children, culture of parents' speech, sports projects for troubled adolescents and orphans, anti-bullying among schoolchildren, etc. The forum and presentation of fathers' initiatives were held in online and offline formats.

On November 12, 2020, the ZOOM platform hosted the regular meeting of the Fathers' Council on the topic: "The rights and responsibility of father in the process of children upbringing".

Children's Ombudsman O.V. Yaroslavskaya assessed the work of the fathers' community in 2020, outlined the successful projects and directions of work of the Fathers' Council during the pandemic and the necessary self-isolation. Chairman of the Fathers' Council A.M. Chegodayev presented the results of the study on work of fathers during the period of self-isolation and in the summer period and presented a work plan for the coming year. Council members spoke about the achievements and prospects of development of the fathers' community: Sergey Morozov, Mikhail Golovin, Yuri Solenov, Vyacheslav Khotchenkov, Sergey Melimuk. Cultural and educational projects "On development of culture and traditions in the family" were presented by the curators of the "Fathers and Children" Program in Prefecture of Troitsky and Novomoskovsky Administrative Districts Anton Lagun and Alexey Lysykhin. Yana Negreyeva, Deputy Director of Vdoknoveniye Cultural Center of the city of Moscow, State Budgetary Institution of Culture of the Department of Culture of the city of Moscow, and Galina Sinitsyna, Rehabilitation Work Specialist of the Otradnoye Resource Center of the Department of Labor and Social Protection, also spoke at the Council meeting. They spoke about the city resources that can be used in development of the fathers' movement in the capital.

As part of the work plan for the next year, expert of the Fathers' Council, initiator of the "Heroes" program, Sergey Gurov, announced the work of the round table "Safety and Adolescent Extremism", and a special guest - leader of the "Childhood Safety" project, Dmitry Orlov, invited to cooperate in implementation of the project "Prevention of danger, fathers' case".

Deputy Head of the Department of Education and Science of the city of Moscow (DESM A.I. Molev expressed interest in using the potential of the fathers' community of the capital in working with children and adolescents, and also suppor-

ted the joint project of the Fathers' Council and DESM on interaction with the governing councils of the educational organizations in implementation of thematic educational projects and development programs.

New Projects of the Fathers' Council were Launched in Moscow.

With the support of the Moscow Government, information on the work of the Fathers' Council at the Commissioner is posted on the official websites of the educational organizations, schools of the city system of culture and sports, as well as the Palaces of Creativity.

This made it possible to disseminate the experience of pilot projects that were successfully implemented in the South-Western Administrative District and the North-Western Administrative District of the capital to all social institutions of the capital. Dozens of schools have created the Fathers' Councils for less than two months. At the initiative of the schools and creative centers directors, the Fathers' Council holds weekly meetings with fathers, provides methodological and information support in creation of the fathers' councils, projects initiation, training of the leaders and formation of systematic work with the schools governing councils.

It is necessary to note the work with the Palaces of Creativity of the city education system. Thus, the following projects were planned to be implemented by A.P. Gaidar Children and Youth Creativity Palace, State-Funded Educational Institution of the city of Moscow: "Fathers and Travel", "Men's Talk and Activist's Saturday", Cyber sports, "New Reality" for parents - rap, Tiktok, unusual hobbies and professions. Fathers understand how interesting they are for them and need to learn from their children. The modern pace of life leaves no choice: either you become less interesting for your 12-year-old child and move away from him, or you are familiar with the matter and then a joint

story, common interests determine a common road.

The Fathers' Council started working on the volunteer project "Channel of Memory" from the Palace on Miusakh, State-Funded Educational Institution of further education in the city of Moscow. The project is devoted to the history of the construction of the Moscow Canal, its ecological state, restoration, anthropological research and drawing up a mental map of the project as a monument to the era of great construction and mass repression.

The Fathers' Council was involved in work on legal education, which the Commissioner conducts jointly with the Moscow City Teacher Training University (MTTU) for Moscow schools pupils.

Children's Ombudsman of the capital, Olga Yaroslavskaya, Director of the Institute of Law and Management of the MTTU, Vladimir Stroyev, Deputy Director of the Institute of Law and Management of the MTTU, Andrey Zvonarev, and Chairman of the Fathers' Council, Alexey Chegodayev, supported the initiative of Moscow fathers to become students of the "School of Law". During the lectures and legal quests, they will not only receive advice from highly qualified specialists in the theory of law, but will also be able to discuss the issues of its enforcement. At the same time, Vladimir Stroyev and Andrey Zvonarev supported the proposal of Alexey Chegodayev to hold the events among teachers and students of the University aimed at the formation of fatherhood culture in the city of Moscow.

The Fathers' Council builds a coordinated and trusting interaction between parents, teachers and children. Experts of the Fathers' Council took part in a series of the meetings with parents concerned about quality of distance education, including a meeting organized by the Public Chamber of the city of Moscow with the participation of the Department of Education and Science of the city of Moscow, Rospotrebnadzor of the city of Moscow and the community "Moscow parents against

distance education". Speaking at these meetings at these meetings, representatives of the Fathers' Council supported the parents' concerns, but urged them to make a balanced and objective assessment of the situation not only in each particular school, but also in the city as a whole.

The Commissioner and the Fathers' Council, with the support of the Moscow City Teacher Training University and the Department of Education and Science of the city of Moscow began work on implementation of the "Men's Talk" program aimed at supporting parents and normalizing the mental and physical well-being of children in difficult life situations.

At the beginning of winter, the Fathers' Council, together with 75 regions, organizes the "Winter Dad" campaign which has already become traditional. New year and Christmas holidays are the time when children especially want their dads and mums to spend more time with them. To do this, the Fathers' Council encourages dads, if possible, to distract from the current affairs and go to the skating rink with the whole family, ride children on sledges, skis, tubing, play snowballs, take part in competitions.

Proposals for Development of the Fathers' Council Work.

Taking into account that a considerable number of social organizations act under the slogan of responsible fatherhood, the work of the Fathers' Council at the Ombudsman for children's rights in the city of Moscow contributes to creation of a modern and positive space where children and fathers have common values and common interests. Therefore, the Fathers' Council initiates development of the programs and projects that are designed to influence the existing social mechanisms:

Creation of information base for formation of socially significant campaign "Improving the culture of fatherhood and development of responsible fatherhood in the capital";

Development of effective interaction with the local authorities and state organizations of education, culture and social protection of the Moscow Government in the issue of involvement of each father in upbringing of children in “any proposed circumstances”;

Active interaction of the Fathers’ Council with various public and non-profit organizations in creation of the projects aimed at practical involvement of fathers in solving problems of mutual understanding of “fathers and children”.

14. ON INTERACTION WITH THE HUMAN RIGHTS COUNCIL, COMMISSIONER FOR HUMAN RIGHTS IN THE RUSSIAN FEDERATION, COMMISSIONER FOR CHILDREN'S RIGHTS AT THE PRESIDENT OF THE RUSSIAN FEDERATION

In 2020, in the context of a difficult situation of high alert in connection with the coronavirus pandemic, interaction on topical issues with the President of Russia's Council on Civil Society and Human Rights in offline and online modes was continued.

On September 16, a bilateral meeting was held between the Commissioner and Chairman of the President of Russia's Council on Civil Society and Human Rights Valery Fadeyev, during which the issues of adherence to the citizens' rights during construction of houses under the renovation program in Moscow were discussed. At the same time, special attention was paid to the problem of enforcement of the rights of residents living in the adjacent territories to a favorable environment. The meeting was also attended by the Deputy of the Moscow city Duma Sergey Mitrokhin and a number of civil activists.

The Ombudsman informed the head of the Human Rights Council about preliminary elaboration of the issue concerning the problems arising in connection with construction of a house under the renovation program at Molodtsova Street. The Metropolitan Ombudsman reported that she met with the initiative group of residents of house 19 at the above mentioned street, who were concerned about the beginning felling of trees in the adjacent territory, as well as the condition of the facade of their house due to the works within the framework of the renovation program. On the above issues, a "round table" was held with the participation of the owners of the apartment building, Chairman of the Moscow city Duma Alexey Shaposhnikov, Deputy Prefect of the North-Eastern Administrative District Yevgeniy Kadantsev, Head of the Yuzhnoye Medvedkovo Administration Oleg Golemba,

representatives of the Renovation Fund and contractors working in the area.

In general, the topics related to implementation of the renovation program, preservation of the adjacent territory for houses falling within the zone of new construction influence, preservation of green spaces during construction, issues of air pollution from the activities of industrial enterprises located near residential buildings were discussed with the Head of the Human Rights Council. Valery Fadeyev accepted all the appeals of civil activists for further elaboration of the issues.

The Commissioner, being a member of the Interdepartmental Working Group at the Human Rights Council for coordination of activities aimed at implementation of the Concept of state policy for the perpetuation of the memory of political repression victims, also participated in a number of activities included in the work plan of this group in the reporting year.

Thus, from March 3 to 5, the regular on-site meeting of the Interdepartmental Working Group was held in the Komi Republic. In the course of work and participation in the events associated with the meeting, the Group members positively assessed the work of the region in this direction, discussed the possibility of implementing certain provisions of the List of the instructions following the results of the meeting of the President of Russia's Council on Civil Society and Human Rights and the meeting of the President of the Russian Federation with regional commissioners for human rights.

In particular, it is planned to create a museum and memorial infrastructure in the territory of Russia, uniting the museums in memory of mass repressions victims, thematic expositions of local lore museums, as well as memorial places and objects, as well as to start digitalization of the political

repressions documents.

At the end of January last year, Russian President Vladimir Putin instructed to consider the issue of creating a single database of information on political repressions victims. The first steps in this direction could be provision of public access by state and departmental archives to the inventories of the documents concerning political repressions victims, as well as creation of mobile working groups to digitize archival documents and further creation of a unified database of mass repressions victims. Special attention should be paid to compliance with the conditions for access of the researchers to the documents prescribed in the Federal Law "On Archiving", according to which after 75 years from the date of a person's death, anyone can access his/her documents.

In October 2020, the Commissioner took part in the regular meeting of the Interdepartmental Working Group (IWG) on coordination of activities aimed at implementation of the Concept of State Policy on Perpetuation of Memory of Political Repressions Victims, which was held by Chairman of the Presidential Council for Civil Society and Human Rights Valery Fadeyev.

Initially, it was planned to hold an on-site meeting of the IWG in Irkutsk, but due to deterioration of the epidemiological situation in connection with the coronavirus, the event was held in an online format.

The online meeting was attended by about 40 people. Among them are Governor of the Irkutsk region Igor Kobzev, State Secretary-Deputy Minister of Internal Affairs of the Russian Federation Igor Zubov, first Deputy Director of the Federal Service for Punishment Execution of Russia Anatoly Rudy, Director of the Museum of History of Main Directorate of Camps and Places of Incarceration Roman Romanov, com-

missioners for human rights of a number of the constituent entities of the Russian Federation and representatives of organizations: "Memorial", "Russian Association of Political Repressions Victims", "Society of Rehabilitated People of the Irkutsk region".

The participants discussed the works on improvement of the Pivovarikha area, a forest area in the vicinity of the Pivovarikha settlement of the Irkutsk region, started in June 2020, where, according to official data, about 15-17 thousand victims of the Great Terror were buried. The remains were discovered and reburied in 1989, at the same time a memorial complex to the political repressions victims "Pivovarikha" was opened with an area of about 7 hectares.

Head of the Service for protection of heritage sites of the Irkutsk region, Vitaly Sokolov, said that improvement of the memorial complex provided for construction of six "Memory Walls" with the names of the shootees, the entrance group, the bell chamber as a unifying symbol of all faiths, putting in order the alleys and paths, installation of benches and litter bins. Work was also carried out to clarify the data on the victims of the repressions of 1937.

Executive Director of "Memorial" Elena Zhemkova supported the archaeological research in Pivovarikha so that a part of burials did not appear outside the memorial zone. And the Father Superior of the Church of New Martyrs and Confessors of Russia in Butov and member of the Human Rights Council Archpriest Kirill Kaleda recalled the instruction of Vladimir Putin to the State Duma to develop proposals for improving the legislation on mass graves of political repressions victims, implementation of which faltered. The same applies to the order to create a Museum of the feat and profession of faith of the XX century "Russian Golgotha" at the Butovsky landfill.

At the end of the meeting, the participants discussed the planned

activities for holding the Day of Remembrance of the Victims of Political Repressions in the context of the pandemic on October 29-30, 2020. Due to the difficult situation with Covid, organization of mass events is not planned, the heads of the "Memorial" and the Museum of History of Main Directorate of Camps and Places of Incarceration have already developed an action plan, taking into account the restrictions due to the coronavirus, whereof they will additionally inform the public. In particular, it is proposed to commemorate the names of victims of political repressions in an online format.

The Commissioner, being a member of the Expert Council to provide consulting assistance to the Commissioner for Human Rights in the Russian Federation, in 2020 also continued to carry out constant interaction with the Commissioner for Human Rights in the Russian Federation and his office, to actively participate in all activities held by the Federal Commissioner.

On **June 9**, a working meeting of the Metropolitan Ombudsman with Federal Commissioner Tatyana Moskalkova took place.

During the meeting, various problems in the field of protection of citizens' rights in the context of coronavirus infection pandemic in the capital region were discussed. Attention of the ombudsmen was drawn to the issues of social monitoring in the capital, distance education of students of general education and higher education institutions, insufficient provision of individual protection means by the pharmacies at the initial stage of the pandemic, as well as to the issue of single pickets during the period of high alert in Moscow and some others.

In the course of the conversation Tatyana Moskalkova highlighted the issues of return of Russians who remained abroad after the closure of the borders due to the pandemic to their homeland. These issues remain under the permanent control of the

Federal Commissioner.

On **June 29**, the Commissioner took part in an online briefing in the Public Chamber of the Russian Federation for observation over all-Russia voting.

At the briefing, Federal Ombudsman Tatyana Moskalkova spoke about the topic of appeals received by the Commissioner's hotline during the voting period, and also noted that during the fight against the spread of coronavirus, "it is very important that the rules established by the Central Electoral Commission of Russia are complied with and people are not exposed to the risks".

Metropolitan Ombudsman Tatyana Potyayeva noted that the press service of the office of the Commissioner conducted daily monitoring of the media on all-Russia voting on amendments to the Constitution. A special "hot line" for protection of voting rights has been created on the website of the Commissioner: all incoming messages are promptly responded to by the staff of the office.

On **November 17**, the Commissioner took part in the IV International Conference "Protection of Human Rights in the Eurasian Space: Exchange of the Best Practices of Ombudsmen", which was held online and was initiated by Commissioner for Human Rights in the Russian Federation Tatyana Moskalkova.

The event was attended by 80 people, including foreign ombudsmen and their representatives from 18 countries.

During the Conference, the participants considered the issues of combating the spread of coronavirus in the global community, the peculiarities of the ombudsmen activities during the period of quarantine restrictions, new challenges and threats to Human Rights in this regard.

In her speech, Commissioner for human rights in the Russian Federation Tatyana Moskalkova noted that the conceptual idea of the Convention was enshrining absolute values that should not be abolished under any circumstances. It

has become an effective international legal instrument for protection of human rights; it has contributed to formation of a unified worldview of people in the European space based on respect for human, his rights and freedoms, intolerance to violations in this area, and the philosophy of sustainable development of society in all directions.

During the discussion, the ombudsmen paid special attention to social rights, stressing the commitment of the state policy of the countries of the world and international associations of social orientation. In their view, growth of social problems on a global scale and the COVID-19 pandemic impose a special responsibility on the state in supporting the society.

The Conference participants opposed the application of double standards in the field of legal protection, as it contradicted fundamental international norms and principles.

Welcome addresses were sent to the Conference participants by: President of the Russian Federation Vladimir Putin, Chairman of the Federation Council Valentina Matviyenko, Chairman of the State Duma Vyacheslav Volodin, State Secretary of the Union State Grigory Rapot, Secretary General of the Collective Security Treaty Organisation Stanislav Zas, UN High Commissioner for Human Rights Michelle Bachelet, Chairman of the Executive Committee - CIS Executive Secretary Sergey Lebedev, Minister of Justice of the Russian Federation Konstantin Chuichenko.

2020 is the year of the 70th anniversary of signing of the European Convention for the Protection of Human Rights and Fundamental Freedoms, and in this regard, as well as in anticipation of the 25th anniversary of the membership of the Russian Federation in the Council of Europe, on October 20, the meeting of the Commissioner for Human Rights in the Russian Federation Tatyana Moskalkova and Secretary General of the Council of Europe Marija Pejčinović Burić took place,

in which the Commissioner took part.

At the beginning of the event, the Federal Ombudsman familiarized the Secretary General with the history of the Ombudsmen Institute in Russia and the human rights map of Russia. Tatyana Moskalkova thanked Marija Pejčinović Burić for her assistance in developing close cooperation and constructive relations with the Council of Europe, and also announced the holding of the International Conference on Human Rights on November 17, dedicated to the exchange of information and best human rights practices in the context of the COVID-19 pandemic.

In his speech, the Moscow Ombudsman continued the topic of interaction with the Council of Europe, focusing on implementation of a number of joint projects on protection of citizens' rights. Thus, jointly with the representatives of the Council of Europe, the draft Federal law on prevention of violence, which was subsequently actively discussed by the deputies and civil society, was worked out. All Commissioners for human rights in the constituent entities of the Russian Federation expressed their support for adoption of this law and for improvement of the project in terms of prevention of violence against not only women, but also elderly people and children. Together with the Council of Europe, a number of the meetings, discussions and conferences on this issue was held in different regions of the country — Moscow, Sochi, Yekaterinburg, etc. The Metropolitan Commissioner participated in all the events and gave up-to-date information on measures to protect women's rights.

In her speech, the Metropolitan Ombudsman also noted two important conferences that were organized and held together with the Council of Europe in anticipation of the 2018 FIFA World Cup in Moscow. The main topic for discussion at these events was the association of all sta-

keholders, including our foreign colleagues from the United Nations, FIFA, in order to combat discrimination in sports. Together with the Department of Sports of the city of Moscow, representatives of the Council of Europe from Germany, Italy, Spain, the United Kingdom, major explanatory work was carried out with fans, fan clubs, athletes. The Ombudsman noted that as a result of the measures taken, the 2018 World Cup was held calmly, without any serious conflict situations. As an important result of the joint work with the Council of Europe to create a discrimination-free environment in the cities hosting the 2018 FIFA World Cup, Moscow has joined the Coalition of the cities opposing discrimination and racism in football.

In addition, the Commissioner highlighted the work of the innovative city institution - the Crisis Center for women and children, which was visited by the participants of the above-mentioned joint conferences in order to exchange experience.

Further, the Ombudsman informed that a year ago, when the ships of the Ukrainian Navy illegally entered the territorial waters of the Russian Federation and there was a conflict with the Ukrainian sailors, she, in cooperation with the representatives of the Department of the Ukraine Consulate in Moscow and the Commissioner of the Verkhovna Rada for Human Rights, exercised control over the conditions of sailors detention in the pre-trial detention facilities and provision of medical assistance to them, with subsequent informing of all interested parties.

In conclusion, the Moscow Ombudsman thanked Secretary General of the Council of Europe, Marija Pejčinović Burić, for cooperation and expressed hope for further fruitful cooperation to promote protection of citizens' rights and freedoms.

On **November 24-26**, three-day meet-

ing of the Coordination Council of the Commissioners for Human Rights was held. The following topic was put forward: "Protecting human rights during the pandemic and phasing out the restrictive measures: experiences and challenges".

On **November 24**, the Moscow Ombudsman participated in the meeting as a moderator of the first part of discussion of the declared topic.

57 regional Commissioners and their representatives participated in the Council's work personally, and 25 ombudsmen participated in the event by video conference.

The purpose of discussion of the Russian commissioners on this topic was to develop effective mechanisms for protection of the rights, corresponding to the threats of difficult time of spreading coronavirus.

Speaking to the participants of the meeting, the Commissioner for human rights in the Russian Federation told about the results of work with the residents appeals in terms of the coronavirus infection spread. She said that at the moment the Office of the Federal Commissioner received 3,000 appeals. Further, the Federal Ombudsman noted that the authorities responded promptly to the requests of the Ombudsman's Office for protection of citizens' rights and took timely measures to help people.

In the course of dealing with the citizens' appeals during the pandemic, the ombudsmen highlighted the most urgent and topical system problems. Proposals for their solution were sent to the state authorities which took appropriate action.

As a result of joint efforts it was possible to solve a number of the following system issues: return of the Russians from abroad, inclusion of non-profit educational private organizations into the list of the Russian economy sectors affected by the spread of coronavirus infection, organization of removal to the place of permanent residence of the rotation wor-

kers of the Chayandinsk oil and gas field, extension of the validity of the documents for stay of foreign citizens in the Russian Federation, provision of individual means of protection.

Plenipotentiary representative of the Federation Council for interaction with the Commissioner for human rights in the Russian Federation Yekaterina Altabayeva supported the initiative of the Federal Ombudsman to create an international legal act regulating the rights of citizens during the pandemic. The Senator stated that the Federation Council was ready to take part in preparation of such a document and considered it extremely relevant.

The participants of the Council meeting were welcomed by Deputy Chairman of the Government of the Russian Federation Tatyana Golikova, Head of the Federal Service for Surveillance on Consumer Rights Protection and Human Wellbeing — Chief Public Health Officer of the Russian Federation Anna Popova, Deputy Minister of Health of the Russian Federation Oleg Gridnev, Senator of the Russian Federation, Plenipotentiary Representative of the Federation Council for interaction with the Commissioner for Human Rights in the Russian Federation Yekaterina Altabayeva, Advisor to the President — Chairman of the President of Russia's Council on Civil Society and Human Rights Valery Fadeyev and other representatives of state authorities.

On November 25-26, the Moscow Ombudsman took part in the scientific and practical conference on: "Human rights in terms of epidemics, pandemics and restrictive measures" and training seminar on "Detention facilities inspection practice: experience of interaction with the public monitoring commissions of the constituent entities of the Russian Federation", organized by the Federal Commissioner in cooperation with the Scientific and Educational Center for Human Rights at the Moscow State Law University named after O.I. Kutafin.

During the reporting year, the office of the Commissioner for Human Rights actively interacted with Anna Kuznetsova, the Commissioner for Children's Rights at the President of the Russian Federation, and her office.

The event specially organized by the Commissioner for Children's Rights at the President of the Russian Federation was attended by the children's ombudsmen from 60 regions of Russia, Minister of Education Sergey Kravtsov, representatives of the Ministries of Health and Internal Affairs, Rosobrnadzor and Rospotrebnadzor, Federal Bailiff Service and Federal Service for Punishment Execution, as well as the Prosecutor General, the National Medical Research Center of Psychiatry and Narcology named after V.P. Serbskiy and Russian Academy of Education.

The meeting participants discussed the issues of improving the state policy in the field of education, the results of the all-Russian monitoring of the quality of food in the educational institutions for children with food peculiarities, further development of the Institute of the Commissioners for children's rights.

Opening the all-Russian forum, Anna Kuznetsova presented the project "Quality of Childhood" and announced the launch of an automated information system with artificial intelligence technology, the purpose of which is to collect and analyze data in the field of children's policy, as well as to forecast development of the situation both at the regional and federal levels.

The "Quality of Childhood" indicators contain an assessment of the conditions for implementation of the minors' rights in 11 areas. These include protection of the rights to access and quality of pre-school and school education, health, education, social security, recreation and employment, access to information and information security. The objective of the project is to help the regions find weaknesses in implementation of children's policies and

find the most effective solutions to eliminate the problems.

“Each Commissioner will have a personal account within the framework of the “Quality of Childhood” platform. This will allow us to generate data from the region. The project relies heavily on building sustained feedback from the parent community about quality and accessibility of childhood infrastructure. Since the commissioners for children’s rights receive locally the reliable information not only about how many schools or kindergartens are in the region, but also how they work, or, for example, how children and parents assess quality of hot meals in schools,” said Olga Yaroslavskaya, the Commissioner for Children’s Rights in the city of Moscow.

During the forum, the chairmen of the coordination councils of the children’s rights commissioners of the constituent entities of the Russian Federation, which are part of the federal districts, presented their proposals on improving the state policy in the field of education, including in terms of the restrictive measures for new coronavirus infection.

On October 12-13, Yaroslavl hosted the Coordination Council of the commissioners for children’s rights in the constituent entities of the Russian Federation that are part of the Central Federal District. The events held within the framework of the Council’s work were attended by the Commissioners for children’s rights from 18 subjects of the Central Federal District of Russia.

The key topic of the meeting of the Coordination Council was the issues of assistance to children with mental disabilities. A report on organization of support and education of children with mental disabilities, autists was made by Commissioner for children’s rights in the city of Moscow, Olga Yaroslavskaya. “In Moscow, a lot of institutions — departments of health, education, social protection - deal with children with mental disorders. The Office of the Commissioner is

the mediator in this work. The system should be set up so that these children are identified and assisted at an early age. Today, we are ready to strengthen educational work so that parents are not afraid of diagnoses and go to the specialists. The earlier you apply, the faster a child will get help. This also applies to speech audit, which is so important for detecting dyslexia and its correction. We propose to introduce a mandatory speech audit at 3.5 and 7 years,” said Olga Yaroslavskaya.

The second important topic of the work was nutrition in the kindergartens and schools. The Commissioners discussed this topic at the round table “Arrangements for meals in educational institutions: experience, problems, solutions”. From this year, free hot meals are introduced in all regions of the country. This is new experience for them. According to Olga Yaroslavskaya, Moscow has a great practice in this matter and is a leader both in arrangements for meals in educational institutions and in its quality control, including with the help of the parents community. The Moscow Children’s Ombudsman shared this experience with the colleagues. In addition, she drew attention to arrangements for meals of children with food allergies. “Every day, being in an educational institution for many hours, children should eat healthy and tasty food. However, one thing is the menu for children without nutritional features, another is for children with allergies. There are a lot of food allergies, and it is impossible to choose an individual menu for each child, but this issue has been solved in Moscow since 2017 for mass allergies. Today, there are 3 pre-school departments, which are completely converted for children with food allergies. The flow charts and 20-day menus have been developed,” the Moscow Children’s Ombudsman said in her speech.

In 2021, the office of the Commissioner will continue to carry out constructive interaction with the Human Rights Council, Commissioner for Human

Rights in the Russian Federation, Commissioner for the Children's Rights at the President of the Russian Federation and implementation of the measures aimed at protecting the rights and freedoms of the citizens, and is aimed at finding and developing new, modern forms of interaction, including online, using the digital technologies.

15. MEDIA COVERAGE OF THE OMBUDSMAN'S HUMAN RIGHTS ACTIVITIES

The topic of legal education is inseparably linked to the system of interaction between the Commissioner and the media. Interviews, comments, press conferences, broadcasts of the Ombudsman are, of course, a part of the legal education.

An important role here is played by the Moscow Ombudsman Bulletin, issued by the Commissioner, on the pages of which, in particular, the section "Legal Practical Course" is regularly kept, where employees of the Office, Executive and legislative authorities of the city answer the questions of concern to the citizens.

The Commissioner is always guided in his work by the principles of openness and readiness to assess the events that are associated with the violation of the rights and legitimate interests, as well as affect the well-being of the city residents in general.

A huge number of questions of our city residents can be clarified through the media. Interaction with the media became particularly important in terms of spread of new coronavirus infection and self-isolation.

In 2020, the Commissioner interacted with the media through interviews, press conferences, broadcasts, comments.

Comments and explanations were given by the Commissioner to all requests from the editorial offices of the Moscow and federal media.

The Commissioner participated in the programs on TV channels as follows: Russia 1, Zvezda, TV Center, Moscow 24, 360°, OTP, Channel 1, Mir 24, NTV, MosObrTV, cooperated with such mass media as TASS, Interfax, Moscow City News Agency, RIAMO, Russia Today Information Agency, RBK, Rossiyskaya Gazeta, Izvestia, Kommersant, Moskovsky Komsomolets, Vechernyaya Moskva, Moskovskaya Pravda.

Last year, in addition to the publications, broadcasts and press conferences of the Commissioner, more than a thousand comments were given to various media, which were reposted on other resources, which helped citizens to get information about the work of the Metropolitan Ombudsman and his office.

The last year was very different from all previous years due to the worldwide Covid-19 pandemic. Certainly, this has also made adjustments to interaction with the media. Interviews, press conferences were held mainly online, which, of course, was new and unusual.

Thus, an online press conference was held in the International Multimedia Press Center of the Russia Today Agency on the topic: "Protection of children's rights in terms of the coronavirus pandemic", which was timed to the International children's day. The speakers were the Commissioner Tatyana Potyayeva and the Commissioner for Children's Rights in Moscow Olga Yaroslavskaya.

The press conference discussed the issues related to new living conditions of the city in connection with the spread of coronavirus infection and the various problems and difficulties encountered by families and children.

This includes provision of medicines or execution of any documents during closure of the Multifunctional Public Services Center, distance education schools, and passing the Unified State Exam (USE).

The press center of the Moscow City News Agency held an online press conference on the topic of protecting the Moscow citizens' rights during the pandemic."

The speakers were the Commissioner Tatyana Potyayeva and the Commissioner for Children's Rights in Moscow Olga Yaroslavskaya.

Within the framework of the press conference, the speakers, Commissioner Tatyana Potyayeva and Commissioner for Children's Rights in the city of Moscow Olga Yaroslavskaya told about the main problems of citizens in the field of health care during the pandemic; about what problems arose within the framework of distance education of schoolchildren and students; about the social monitoring system during the quarantine in Moscow; on the issues of protection of the citizens' rights that arose during the pandemic in Moscow pre-trial detention facilities; as well as with what questions the Moscow citizens addressed to the Commissioner during the pandemic.

At the press conference, Tatyana Potyayeva underlined that, although during the spread of the coronavirus infection, the personal reception of citizens was suspended, but work of the Commissioner and his office did not stop, moreover, understanding that now people are going through a very difficult time, they tried to work with every person who applied.

Several press conferences dedicated to safety of children at school, on the city roads, as well as on the Internet were held at various sites: in the press center of TASS and the Moscow City News Agency, as well as the Mel publishing house.

The Commissioner maintains an offi-

cial page in the social network Facebook, through the resource of which everyone has the opportunity to address their questions and problems in case of violation of the rights or difficult life situation. Unconditional advantage of such communication is direct communication of the information and prompt response to it.

News about the activities of the Commissioner is regularly published, announcements of the proposed events with the participation of the Commissioner are posted on official website of the Commissioner www.ombudsman.mos.ru.

Over the past year, the website of the Commissioner was visited by more than 130 thousand people, including the most active visitors aged 25 to 34 years, in second place - from 45 years and older.

Monitoring of the publications in the media concerning the rights of the Moscow citizens is carried out; then they are studied and analyzed. If necessary, information verification orders are initiated based on the materials of the publications.

Interaction with the mass media is an important element of legal education of the citizens, which is built in accordance with the Fundamentals of the state policy of the Russian Federation in the field of development of legal literacy and legal awareness of citizens approved by the President of the Russian Federation.

REPORT

ON THE ACTIVITIES OF THE COMMISSIONER
FOR HUMAN RIGHTS IN THE CITY
OF MOSCOW, ON THE OBSERVANCE AND
PROTECTION OF HUMAN AND CIVIL RIGHTS
AND FREEDOMS
IN 2020

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