

THE LAW OF UKRAINE

On applications of citizens

(Verkhovna Rada Journal (VRJ), 1996, No 47, p.256)

{ Implemented by VR Resolution [No 394/96-BP of 02.10.96](#), VRJ, 1996, No 47, p.257 }

{ Amended by the Laws

[No 653-XIV of 13.05.99](#), VRJ, 1999, No 26, p.219

[No 1294-IV of 20.11.2003](#), VRJ, 2004, No 13, p.181

[No 2384-IV of 20.01.2005](#), VRJ, 2005, No 11, p.200

[No 1254-VI від 14.04.2009](#), VRJ, 2009, No 36-37, p.511

[No 4054-VI of 17.11.2011](#), VRJ, 2012, № 27, p.276

[No 4452-VI of 23.02.2012](#), VRJ, 2012, No 50, p.564

[No 5477-VI of 06.11.2012](#), VRJ, 2013, No 50, p.693

[No 245-VII of 16.05.2013](#), VRJ, 2014, No 12, p.178

[No 1261-VII of 13.05.2014](#), VRJ, 2014, No 28, p.937

[No 1697-VII of 14.10.2014](#), VRJ, 2015, No 2-3, p.12

[No 577-VIII of 02.07.2015](#), VRJ, 2015, No 35, p.341

[No 834-VIII of 26.11.2015](#), VRJ, 2016, No 1, p.9

[No 835-VIII of 26.11.2015](#), VRJ, 2016, No 2, p.17

[No 1404-VIII of 02.06.2016](#), VRJ, 2016, No 30, p.542 }

This Law regulates practical exercise by the Ukrainian citizens of their right, granted to them by the [Constitution of Ukraine](#), to submit to state authorities and civil associations, according to their statutes, proposals regarding improvement of their activity, to reveal their performance drawbacks, to appeal against the actions of officials, state and civil authorities. This Law sets forth the mechanism for ensuring citizens participation in state and public administration in order to improve the work of state and local self-government authorities, enterprises, institutions, organizations irrespective of their form of ownership, to assert their rights and legitimate interests and to restore them in case of violation.

Section I

GENERAL PROVISIONS

Article 1. Applications of citizens

The citizens of Ukraine have a right to apply to state and local self-government authorities, civil associations, enterprises, institutions, organizations irrespective of their form of ownership, mass media, officials according to their areas of responsibility with comments, complaints and proposals concerning their activity according to the statute, a statement or a plea to exercise their social-economic, political and personal rights and legitimate interests and a complaint about their violation.

The military, law enforcement and national security personnel, as well as rank and file and commanding staff of the State criminal-executive service of Ukraine have a right to submit applications which are not connected with their service.

{Part two of Article 1 with amendments, introduced by the Law [No 1254-VI of 14.04.2009](#)}

Persons, who are not citizens of Ukraine and are legally at its territory, have equal right with citizens of Ukraine to submit an application, unless otherwise stipulated by the international treaties.

Article 2. The legislation on applications of citizens

The legislation of Ukraine on applications of citizens includes this Law and other legislative acts, issued according to the Constitution of Ukraine and this Law.

The applications of depositors to the Deposit Guarantee Fund regarding reimbursement of the guaranteed sum by the Fund are processed according to the procedure, established by the legislation on physical persons deposits guarantee system.

{Article 2 is supplemented by part two pursuant to the Law [No 4452-VI of 23.02.2012](#)}

Article 3. Basic terms used herein

Applications of citizens mean proposals (comments), statements (pleas) and complaints expressed either in writing or orally.

Proposal (comment) is an application of citizens, expressing a counsel, recommendation regarding actions of state and local self-government authorities, members of state and local parliaments, officials, as well as expressing ideas regarding social relations and living conditions of citizens, improvements of regulative framework for state and social life, social, cultural and other spheres of public activity.

Statement (plea) is an application of citizens expressing request to assist in exercising of rights and interests enshrined in the Constitution and current legislation, or notification about violation of current legislation or drawbacks in activity of enterprises, institutions, organizations irrespective of form of ownership, of members of the Ukrainian Parliament, local councils, officials as well as expressing ideas regarding improvement of their activity. Plea is a written application with a request to recognize respective status, rights or freedoms of a person.

Complaint is an application with a claim to restore rights and to protect legitimate interests of citizens, violated as the result of actions (inactions), decisions of state and local self-government authorities, enterprises, institutions, organizations, civil associations, officials.

Article 4. Decisions, actions (inactions), which can be appealed against

The decisions, actions (inactions), which can be appealed against are in such spheres of administrative activity, as a result of which:

rights and legitimate interests or freedoms of a citizen (group of citizens) are violated;

obstacles for exercising by citizen of his/her rights and legitimate interests or freedoms are created;

a citizen is illegitimately charged with any obligations or is illegitimately prosecuted.

Article 5. Requirements to an application

{Article 5 in the Law version [No577-VIII of 02.07.2015](#) comes into force from 28.10.2015, except for part three, which comes into force 28.08.2015 - see [item 1](#) of section II Law No 577-VIII of 02.07.2015}

The applications are addressed to state and local self-government authorities, enterprises, institutions, organizations irrespective of their form of ownership, civil associations or officials the authority of which covers the issues raised in the applications.

The application can be submitted by a single person (individual) or by a group of people (collective).

The special form of collective application of citizens to the President of Ukraine, the Verkhovna Rada of Ukraine, the Cabinet of Ministers of Ukraine, local self-government authorities is an electronic petition, which is submitted and processed according to the procedure, stipulated by [Article 23](#) of this Law.

An application can be in oral or written form.

An oral application is recited by a citizen during personal reception or with the help of telephone communication through the established contact centres, "hot lines" and is recorded (registered) by an official.

A written application is sent by post or transferred by a citizen to a respective body, institution either in person or by a representative, who is dully authorized according to the procedure, established by the law. A written application can also be sent through internet, by means of electronic communication (electronic application).

An application shall contain a surname, first name, patronymic name, address of residence, explanation of the issue concerned, comments, proposals, statements or complaints, requests or claims. A written application shall be signed by the applicant(s) and the date must be indicated. An electronic application shall also contain an e-mail address, to which an applicant can get a reply or information about other means of communication with an applicant. The use of digital signature is not required for sending of an electronic application.

An application which does not correspond to the stated requirements shall be returned to the applicant with respective explanation not later than in ten days after its receipt, except for the cases, stipulated by part one of [Article 7](#) of this Law.

Applications about free legal aid are processed according to the procedure, established by the law regulating provision of free legal aid.

{Article 5 with amendments, implemented according to the Law [No 5477-VI of 06.11.2012](#); in Law version [No 577-VIII of 02.07.2015](#)}

Article 6. The language of applications and decisions and replies to them

Citizens have a right to apply to state and local self-government authorities, enterprises, institutions, organizations irrespective of their form of ownership, civil associations, officials in the Ukrainian or any other language, acceptable for the parties.

The decisions on applications of citizens and replies to them are issued in accordance to the requirements of legislation on languages. Such decisions and replies can be translated into the language of applicant's communication.

Article 7. Prohibition of rejection to accept and process an application

Applications, which were dully formed and submitted according to the established procedure, must be accepted and processed.

It is prohibited to reject to accept and process an application making reference to political views, party affiliation, sex, age, religious views, nationality of the citizen, non-understanding the language of application.

If the issues, raised in the application received by state and local self-government authorities, enterprises, institutions, organizations irrespective of their form of ownership, civil associations, officials do not fall within the scope of their responsibility, the application shall be forwarded by them to the respective body or official not later than in five-day term, and the citizen who submitted the application shall be informed thereof. In case the application does not contain data, necessary to take reasonable decision by a body or an official, it shall be returned to the citizen with corresponding clarifications within the same term.

It is prohibited to forward complaints of the citizens to those bodies or officials, whose actions or decisions are appealed against.

Article 8. Applications, which are not subject to processing and making decision

A written application without indication of address of residence, not signed by the author(s), and such where the author cannot be identified, shall be deemed as anonymous and is not subject to processing.

The repeated applications from the same citizen concerning the same issue are not considered by the same body, if the first application was decided on the merits and those applications, the term for processing of which is established by Article 17 of this Law, as well as applications from persons who were recognized as legally incompetent in court, are not processed.

The decision about termination of processing such application is taken by the head of the body, and the person who submitted the application is notified thereof.

Article 9. Prohibition of persecution of citizens for submission of application and inadmissibility of forced submission

It is prohibited to persecute citizens and members of their families for submission of applications to state and local self-government authorities, enterprises, institutions, organizations irrespective of their form of ownership, civil associations, officials for criticism of their activity and decisions expressed in the application.

Nobody can be forced to submit individual or to sign collective application or to participate in campaigns to support applications of other people or organizations.

Article 10. Prohibition to disclose information, contained in applications

It is not allowed to disclose information, received from applications, about private life of citizens without their consent, or information which contains state or other secrets, and other information if it derogates rights and legitimate interests of citizens. It is not allowed to collect

information about citizen's personality which does not concern the application. At citizen's request expressed either orally or in the text of application, his/her surname, address of residence and place of employment shall not be disclosed.

This prohibition is not extended to cases when information, contained in the text of application, is transferred to people, who are engaged in resolution of the issue concerned.

Article 11. Application to civil associations

The applications with comments and proposals regarding their activity, received by civil associations, shall be processed by such associations pursuant to their statute, but statements and complaints about derogation or violation by them of citizens rights shall be processed pursuant to this Law.

Article 12. Sphere of this Law application

This Law is not applied to the procedure of citizen's statements and complaints processing, established by criminal procedural, civil procedural, labour legislation, legislation on protection of economic competition, the laws of Ukraine ["On judicial system and status of judges"](#) ["On access to court decisions"](#), [Code of Administrative court procedure of Ukraine](#), the laws of Ukraine ["On principles of prevention and fight against corruption"](#), ["On court enforcement action"](#).

{Article 12 with amendments, implemented pursuant to Laws [No 653-XIV of 13.05.99](#), [No 1294-IV of 20.11.2003](#), [No 4054-VI of 17.11.2011](#), [No 245-VII of 16.05.2013](#), [No 1261-VII of 13.05.2014](#), [No 1404-VIII of 02.06.2016](#)}

Article 13. Paperwork management of applications of citizens

Paperwork is managed according to the [procedure](#), established by the Cabinet of Ministers of Ukraine.

Section II

PROCEDURE OF PROCESSING CITIZENS APPLICATIONS

Article 14. Processing of proposals (comments) of citizens

State and local self-government authorities, enterprises, institutions, organizations irrespective of their form of ownership, civil associations, officials are obliged to process proposals (comments) and inform the citizen of the results thereof.

Proposals (comments) from the Heroes of Soviet Union, Heroes of Socialist Labour, disabled veterans of the Great Patriotic War are processed in person by the heads of state bodies, bodies of local self-government, enterprises, institutions and organizations.

Article 15. Processing of statements (pleas)

State and local self-government authorities, their officials, heads and officials of enterprises, institutions, organizations, irrespective of their form of ownership, civil associations, the authority of which extends to processing statements (pleas), are obliged to process them, to verify the facts, stated in them, take decisions pursuant to current legislation and provide their fulfillment, notify citizens of the results of statements (pleas) processing.

Statements (pleas) from the Heroes of Soviet Union, Heroes of Socialist Labour, disabled veterans of the Great Patriotic War are processed in person by the heads of state bodies, bodies of local self-government, enterprises, institutions and organizations.

As a result of statements (pleas) processing a reply shall be given by the body, which received these statements and the authority of which extends to resolution of the issues, raised in the statements (pleas). The reply shall be signed by the head or the person acting in this capacity.

The decision about rejection in satisfaction of the claims, contained in the statements (plea) shall be communicated to the citizen in writing giving the reference to the Law and motives of rejection, as well as explanation of procedure of appeal to such decision.

Article 16. Processing of complaints of citizens

A complaint about actions or decisions of state, local self government authority, enterprise, institution, organization, civil association, mass media or an official shall be submitted in subordinate order to a higher body or an official, without prejudice to the right of citizen to apply to the court pursuant to the current legislation and, in case of absence of such body or

disagreement of the citizen with decision taken on the complaint, it shall be submitted directly to the court.

Complaints from the Heroes of Soviet Union, Heroes of Socialist Labour, disabled veterans of the Great Patriotic War are processed in person by the heads of state and local self-government authorities, enterprises, institutions and organizations.

Complaints against decisions of general member meetings of collective farm enterprises, joint-stock companies, legal entities, established on the basis of collective ownership, as well as the decisions of the highest state bodies shall be resolved in the court.

A citizen may submit a complaint in person or through an authorized representative. A complaint in the interests of under-aged or legally incapable shall be submitted by their legal representatives.

A complaint in the interests of a person at his/her authorization duly formed according to the law can be submitted by the other person, workers' association or organization, engaged in human rights activity.

Any available decisions or copies thereof, previously taken on his/her application, and other documents, necessary for complaint processing, shall be attached to it. These documents are returned to the citizen after the complaint is processed.

Peculiarities of processing citizens' complaints against decisions, actions or inactions of state registrars of proprietary rights for real estate are determined by the [Law of Ukraine](#) "On state registration of proprietary rights for real estate and their pledge".

{Article 16 is supplemented by part eight pursuant to the Law [No 834-VIII of 26.11.2015](#)}

Peculiarities of processing citizens' complaints against registration procedures, refusal in state registration, inaction of state registrar are determined by the [Law of Ukraine](#) "On state registration of legal entities, physical persons-entrepreneurs and civil society organizations".

{Article 16 is supplemented by a part pursuant to the Law [No 835-VIII of 26.11.2015](#)}

Article 17. Term for submission of a complaint

A complaint to a decision which was appealed against can be submitted to a higher level body or an official in one year after such decision was taken, but not later than one month after the citizen was acknowledged with the decision taken. Complaints submitted after the stated term shall not be processed.

If the term was missed on the basis of valid excuses, it can be renewed by a body or an official processing the complaint.

The decision of a higher state body, which processed the complaint, in case the citizen disagrees with it, can be appealed against in the court within the term, stipulated by legislation of Ukraine.

Article 18. Rights of the citizen during statement or complaint processing

A citizen, who submitted a statement or a complaint to state or local self-government authorities, enterprises, institutions, organizations irrespective of their form of ownership, civil associations, mass media, officials has a right:

to present the arguments in person to the official, who checked the statement or the complaint, to take part in the check-up of the submitted complaint or statement;

to get acquainted with the materials of the check-up;

to submit additional materials or insist that the body, which processes the statement or complaint, shall inquire such materials;

to be present during statement or complaint processing;

to obtain a lawyer or a representative of workers' association, organization, engaged in human rights protection, authorizing them according to the procedure, established by the law;

to receive a written reply about the results of statement or complaint processing;

to express orally or in writing a claim to adhere to confidentiality of statement or a claim processing;

to demand compensation of damages, if they were incurred in the result of violation of the established procedure for applications processing.

Article 19. Responsibilities of state and local self-government authorities, enterprises, institutions, organizations irrespective of their form of ownership, civil associations, mass media, their heads and other officials concerning statements and complaints processing

State and local self-government authorities, enterprises, institutions, organizations irrespective of their form of ownership, civil associations, mass media, their heads and other officials within their authority are obliged:

to check statements or complains in an unbiased manner, thoroughly and in time;

to issue a well-grounded resolution, in case the decision is taken about restriction of access to respective information during statement or complaint processing;

{Part one of Article 19 is supplemented by a paragraph according to the Law [No 2384-IV of 20.01.2005](#)}

at request of the citizen to invite him to the sittings of the correspondent body, which is processing his/her statement or complaint;

to cancel or amend the decisions which are appealed against in cases, stipulated by the Ukrainian legislation, if they do not comply with the law or other legal acts, to take measures without undue delay to stop illegitimate actions, to identify and eliminate grounds and conditions, which caused the violations;

to ensure the restoration of the violated rights, actual fulfillment of the decisions, taken in connection with the statement or complaint;

to notify the citizen in writing about the results of statement or complaint check-up and about the essence of the decision taken;

to take measures according to the procedure, established by the law, for reimbursement of material losses, if they were incurred by the citizen in the result of derogation of his rights or legitimate interests, to decide upon the responsibility of the people, on whose fault the violation took place, and, at citizen's request, to communicate the decision taken to the local self-government authority, workers' association or civil association at the place of the citizen's residence;

in case a statement or a complaint is deemed unreasonable, to explain the procedure of appeal against the decision taken on it;

not to allow ungrounded transfer of statements or complaints to other bodies for processing;

to organize and check the status of citizens' statements and complaints in person, take measures to eliminate their causes, to analyze and inform people systematically of the course of this activity.

In case of necessity and if capacity allows, the processing of citizens' applications is entrusted on an official or a unit of apparatus, that are specially authorized to perform this activity within budgetary provisions. This provision is without prejudice to paragraph nine of the part one of this Article.

Article 20. Time for processing of applications of citizens

Applications shall be processed and decided upon not later than in one-month term from the day of their receipt, and those which do not require any additional investigation shall be processed without undue delay, but not later than in fifteen days from the day of their receipt. If it is not possible to solve the issues, raised in the application, within one-month term, the head of the corresponding body, enterprise, institution or his/her deputy shall identify the necessary time for its processing and notify the applicant about it. However, the total time for solving the issues, raised in the application, shall not exceed forty-five days.

On citizen's reasonable request the time for processing, established by this article, can be reduced.

Application of citizens, who have privileges established by law, are processed in priority order.

Article 21. Free of charge processing of applications

State and local self-government authorities, enterprises, institutions, organizations irrespective of their form of ownership, civil associations, officials shall process applications of citizens free of charge.

Article 22. Personal reception of citizens

Heads and other officials of state and local self-government authorities, enterprises, institutions, organizations irrespective of their form of ownership, civil associations are obliged to conduct personal reception of citizen.

Receptions are conducted regularly at set days and hours in time, convenient for citizens, at places of their work and residence. The reception hours shall be communicated to citizens.

The procedure of citizen reception at state and local self-government authorities, enterprises, institutions, organizations irrespective of their form of ownership, civil associations is established by their heads.

All applications of citizens during personal reception shall be registered. If it is not possible to resolve the raised issues directly during the personal reception, it shall be processed according to the same procedure, as the written application. The results of processing shall be notified to the citizen in writing or orally, whichever way the citizen prefers.

Article 23. Reception of citizens by highest officials

The highest officials of the state - the President of Ukraine, the Head of the Verkhovna Rada of Ukraine, the Prime Minister of Ukraine - conduct reception of citizens according to the procedure, established by them.

Article 23¹. Electronic petition, procedure of its submission and processing

Citizen may apply to the President of Ukraine, the Head of the Verkhovna Rada of Ukraine, the Cabinet of Ministers of Ukraine, local self-government authority with electronic petitions via official web-site of the body, to which it is addressed, or a web-site of civil society association, which collects signatures in support of the electronic petition.

The electronic petition shall contain the essence of the application, surname, name, patronymic name of the author (initiator) of electronic petition, address of e-mail. The information concerning the date of start of signatures collecting and total number and list of persons, who signed the electronic petition shall be indicated at the website of the corresponding body or civil society association that perform collection of signatures.

The electronic petition cannot contain incitement to overthrow constitutional order, infringement of territorial integrity of Ukraine, propaganda of war, violence, cruelty, fomentation of ethnic, racial, religious hatred, incitement to terroristic attacks, encroachment into human rights and freedoms.

The responsibility for the contents of electronic petition shall be borne by the author (initiator) of electronic petition.

To create an electronic petition to the President of Ukraine, the Verkhovna Rada of Ukraine, the Cabinet of Ministers of Ukraine, local self-government authority its author (initiator) shall fill in a special form at the official web-site of the body, to which it is addressed, or a web-site of civil society association, which collects signatures in support of the electronic petition, and features the text of the petition.

An electronic petition is published at the official web-site of the President of Ukraine, the Verkhovna Rada of Ukraine, the Cabinet of Ministers of Ukraine, local self-government authority or a web site of civil society association accordingly, which collects signatures in support of the electronic petition, in two business days from the moment it was sent by the author (initiator).

In case an electronic petition does not correspond to the set requirements, it is not published, and the author (initiator) is notified thereof not later than in term, established for publication.

The date of publication of electronic petition at the official web-site of the President of Ukraine, the Verkhovna Rada of Ukraine, the Cabinet of Ministers of Ukraine, local self-government authority or a web site of civil society association accordingly is the date of start of collection of signatures in its support.

During collection of signatures in support of an electronic petition the respective state and self-government authorities and civil society associations are obliged to provide:

free of charge access to the use of informational communication system, with the help of which collection of signatures is performed;

electronic registration of citizens for petition signing;

prevention of automatic input of information, including signature of petition without involvement of a citizen;

fixation of date and time of petition publication, and its signing by a citizen;

An electronic petition, which has not collected necessary number of votes in its support during a set period, shall be processed as citizen's application according to this Law after the term for collecting signatures in its support has elapsed.

An electronic petition addressed to the President of Ukraine, the Verkhovna Rada of Ukraine, the Cabinet of Ministers of Ukraine, accordingly is processed pursuant to the procedure established by this article, providing that 25000 signatures of citizens were collected in its support in less than three month from the date of its publication.

The requirements to the number of signatures of citizens in support of electronic petition to a local self-government authority and the term for signatures collection is determined by the statute of the local community.

An electronic petition, the signatures for which were collected via web-site of civil society association and which has collected the necessary number of votes in its support, shall be sent to the body to which it was addressed not later than the next day after the necessary number of signatures was collected. The information about the start date of signatures collection, date of transfer of electronic petition, total number and list of people, who signed the electronic petition (or a reference to the source of such information in the internet), the period of signatures collection, name and e-mail address of the civil society association shall be indicated.

Information on the beginning of processing electronic petition, which collected the necessary amount of votes in its support, is published at the official web-site of the President of Ukraine, the Verkhovna Rada of Ukraine, the Cabinet of Ministers of Ukraine, corresponding local self-government authority not later than in three business days, after the necessary amount of signatures in support of the petition was collected. In case of receipt of a petition from a civil society association the information shall be published not later than in two business days after such petition was received.

The electronic petition is processed without undue delay, but not later than in ten working days from the moment of publication of information about beginning of its processing.

If the electronic petition contains a plea about processing it at parliamentary hearings at the Verkhovna Rada of Ukraine or public hearings of the corresponding local community, the author (initiator) of petition has a right to present the electronic petition at such hearings. In such case the period for electronic petition processing shall be prolonged for a period, necessary for conduction of such hearings.

[Procedure of processing electronic petition, addressed to the President of Ukraine](#), the Verkhovna Rada of Ukraine, [the Cabinet of Ministers of Ukraine](#), a local self-government authority, is established accordingly by the President of Ukraine, the Verkhovna Rada of Ukraine, the Cabinet of Ministers of Ukraine, a local council.

Information on support or non-support of electronic petition is published at the official web-site by the President of Ukraine - if the electronic petition was addressed to the President of Ukraine, by the Head of the Verkhovna Rada of Ukraine - if the electronic petition was addressed to the Verkhovna Rada of Ukraine, by the Prime Minister of Ukraine - if the electronic petition was addressed to the Cabinet of Ministers of Ukraine, by the head of the corresponding local council if the electronic petition was addressed to local self-government authority.

The reply to the electronic petition shall contain the results of the consideration of the issues raised with appropriate grounds.

The reply to the electronic petition shall be published at the official web-site of the body, to which it was addressed, not later than the next business day after its processing was finished, and also sent in writing to the author (initiator) of the electronic petition and to the corresponding civil society association, which collected the signatures in support of the corresponding electronic petition.

If the propositions from the electronic petition are deemed reasonable, they can be implemented by the body, to which the petition was addressed, by the way of adopting a corresponding decision on the issues within its scope of authority. As a result of electronic petition processing, the President of Ukraine, the Cabinet of Ministers of Ukraine, members of the Ukrainian Parliament can develop draft laws and introduce them according to the established procedure to the Verkhovna Rada of Ukraine, aimed at solving the issues, raised by petition.

The information about the number of signatures, received in support of the electronic petition, and about period of their collection shall be stored at least for three years from the moment of petition publication.

{Section II was supplemented by Article 23¹ according to the Law [No 577-VIII of 02.07.2015](#)}

Section III

RESPONSIBILITY FOR VIOLATION OF THE LEGISLATION ON APPLICATIONS OF CITIZENS

Article 24. Responsibility of officials for violation of legislation on applications of citizens

People, guilty of violation of the Law, shall bear civil, administrative or criminal responsibility, stipulated by the legislation of Ukraine.

Article 25. Reimbursement of losses to a citizen in connection with violation of requirements of this Law during processing of his/her complaint

In case the complaint is satisfied, the body or the official that took the unlawful decision concerning application of the citizen shall compensate him/her material losses, incurred during submission and processing of the complaint, the justified costs, incurred in connection with travelling for complaint processing at the request of the corresponding body, and earnings lost. Disputes concerning reimbursements of costs shall be settled in the court.

Moral suffering, incurred because of unlawful actions or decisions of a body or an official during complaint processing, can be compensated to a citizen at his/her request according to the procedure, established by the current legislation. The amount of compensation of moral (non-material) losses shall be determined by court.

Article 26. Responsibility of citizens for submission of unlawful applications

Submission by a citizen of an application, containing defamation and offence, discrediting state and local self-government authorities, civil associations and their officials, heads, other officials of enterprises, institutions and organizations, irrespective of their form of ownership, incitement of ethnic, racial, religious hatred and other actions, entails responsibility, stipulated by the current legislation.

Article 27. Reimbursement of costs for checking applications, which contain knowingly fraudulent statements

Costs, incurred by state and local self-government authority, enterprise, institution, organization irrespective of their form of ownership, civil association, mass media, in connection with check-up of applications, containing knowingly fraudulent statements, can be recovered from a citizen by the court decision.

Article 28. Control over the observance of the law on applications of citizens

Control over the observance of the law on application of citizens within their authority is exercised by the Verkhovna Rada of Ukraine, members of the Ukrainian Parliament, the President of Ukraine, the Cabinet of Ministers of Ukraine, the Ukrainian parliament Commissioner for human rights, the Verkhovna Rada of the Autonomous republic of Crimea, Kyiv and Sevastopol municipal, regional, district in city of Kyiv and Sevastopol state administrations, village, town, city councils and their executive committees, members of local

councils, as well as ministries, other bodies of central executive power regarding enterprises, institutions and organizations, subordinate to them.

{Article 29 was excluded basing on the Law [No 1697-VII of 14.10.2014](#)}

President of Ukraine	L. KUCHMA
the city of Kyiv, 2 October 1996 No 393/96-VR	