**CITIZENS' RECEPTION**

The procedure for receiving citizens by the prosecution authorities of Ukraine, in accordance with Article 22 of the Law of Ukraine "On Citizens' Appeals", is regulated by the Procedure for Organizing and Conducting Personal Reception of Citizens in the Prosecution Authorities of Ukraine, approved by the Order of the Prosecutor General No. 153 dated June 25, 2024.

**Personal reception** of citizens by the **leadership** of regional and district prosecutor's offices is **carried out** on designated days and during designated hours **according to the schedule** approved by the head of the prosecutor's office, reception by the **staff of the department** for organizing citizens' reception, handling appeals and inquiries of the regional prosecutor's office, as well as by **other** prosecution staff, is conducted on the day of the citizen's appeal *on working days from 09:00 to 13:00 and from 13:45 to 17:45, and on Fridays from 09:00 to 13:00 and from 13:45 to 16:30.*

In the Dnipropetrovsk Regional Prosecutor’s Office, personal reception of citizens is carried out *at the following address: 38 Dmytro Yavornytskyi Avenue, Dnipro.*

**A citizen may file a complaint personally or through an authorized representative,** provided that the authorization is executed in accordance with the requirements of current legislation and granted to a person or organization engaged in human rights protection. Such a document may be a power of attorney (contract, agreement, etc.) executed in accordance with the law.

**Representation of a victim, and defense of a suspect, accused, or convicted person in criminal proceedings** is carried out by a defense attorney, who must be a lawyer registered in the Unified Register of Lawyers of Ukraine.

Appeals on behalf of minors and underage persons are submitted by their legal representatives, except in cases provided for by the Law of Ukraine "On Prevention and Combating Domestic Violence" and other legislation, if the rights and interests of such persons are violated by their legal representatives.

On the day of the personal reception, the citizen must present an identity document, and if representing the interests of others, including their defense, they must also provide documents confirming the relevant authority, except as provided by the Law of Ukraine "On Prevention and Combating Domestic Violence" and other legislation.

**In case of an emergency** (fire, threats to the life and health of prosecution staff and individuals on the premises, bomb threats, emergency alerts), **personal reception is suspended.**

Personal reception is **also suspended** if the citizen during the reception:

* resorts to insults, threats, or discredits state authorities and their officials, including officials of the prosecution authorities, or uses offensive language.
* calls for a change in the constitutional order of Ukraine, violation of the state’s sovereignty and territorial integrity, undermining national security, or illegal seizure of state power;
* engages in propaganda of war, violence, or incites interethnic, racial, or religious hatred;
* is under the influence of alcohol or drugs, or displays obvious signs of mental disorder;
* commits actions that endanger others or disrupt public order;
* abuses the right to personal reception by deliberately wasting time discussing matters unrelated to the subject of the appeal to the prosecution authorities.

**Further reception** of a citizen who has committed any of the above actions **on the same day will not be conducted.**

**The Head of the Regional Prosecutor’s Office and the Heads of District Prosecutor’s Offices receive** citizens following the consideration of appeals that were fully denied by their First Deputies or Deputies, or in cases where the actions or decisions of those officials are being appealed.

**The First Deputy and Deputies of the Head of the Regional Prosecutor’s Office receive** citizens in case of disagreement with the actions or decisions made based on appeals reviewed by the heads of independent structural units of the respective prosecutor’s office or by the heads of district prosecutor’s offices, as well as in matters concerning delays or failure to make decisions over a long period.

**The First Deputies and Deputies of the Head of the District Prosecutor’s Office receive** citizens in case of disagreement with the actions or decisions made by the head of a district prosecutor’s unit or subordinate staff, as well as regarding delays or extended inaction in decision-making.

Reception of citizens by the **Head of the Regional Prosecutor’s Office, his First Deputy, and Deputies is** **carried out by *prior* appointment.**

**Prior appointments** for personal reception by the Head of the Regional Prosecutor’s Office, his First Deputy, and Deputies **begin the day after their last scheduled reception and end fifteen days before the next scheduled reception date.**

**Prior appointments are handled by** the Department for Organizing Citizens’ Reception, Appeals, and Inquiries of the Regional Prosecutor’s Office *(tel. (056) 718-14-51)* **based on a written application** from the citizen or their legally authorized representative. The application must comply with the requirements of Articles 5 and 16 of the Law of Ukraine "On Citizens' Appeals" *and should clearly state the issue*, include possible means of contact (email address, phone numbers, etc.), *and attach copies of responses being appealed from previous submissions*. If necessary, copies of documents confirming the applicant’s special legal status should also be included.

After reviewing the materials submitted by the citizen in support of their claims, they will be informed by phone or other means of communication about the date, time, and place of the personal reception.

**Personal reception, as well as scheduling a personal reception** with the leadership of the prosecution authority, **is not conducted** if:

* the citizen applies to the prosecution authority with the same issue that has already been addressed and whose consideration was terminated in accordance with Article 8 of the Law of Ukraine "On Citizens' Appeals";
* the citizen submits an appeal in violation of the deadlines established by Article 17 of the Law of Ukraine "On Citizens' Appeals";
* the citizen's application does not meet the above-mentioned requirements regarding its format and content.