



FREE LEGAL AID DIRECTORY FOR INTERNALLY DISPLACED AND CONFLICT-AFFECTED PEOPLE IN UKRAINE (LUHANSKA OBLAST)

This legal aid directory has been developed by the Protection Cluster in Ukraine to provide information about free legal aid services for IDPs and the conflict-affected population, and to facilitate information sharing and legal aid referrals.

*For any queries regarding this legal aid directory, please contact:
UkraineInfoManagement@unhcr.org*

Main definitions

* All types of legal assistance:

- Civil documentation (birth, marriage, death).
- IDP registration.
- Housing, Land and Property (all property related issues, including property dispute and compensation).
- Access to social services.
- Freedom of movement.
- Access to financial assistance (including IDP payments and pensions).
- Court case assistance.
- Legal assistance to SGBV survivors.
- Other legal assistance.

** Primary and secondary legal aid and access to electronic services of the Ministry of Justice of Ukraine:

- Provision of legal information; consultations and clarifications on legal issues.
- Preparation of applications, complaints and other legal documents, including procedural documents.
- Protection.
- Realization of representation of interests of the persons entitled to such assistance in courts, other state bodies, local authorities, before other persons.
- Access to electronic services of the Ministry of Justice of Ukraine.
- Mobile and remote access points to legal assistance.

The Free Legal Aid Directory for IDPs and Conflict-Affected People includes international and national organizations, as well as a network of national Free Legal Aid Centers providing primary and secondary legal assistance in line with the provisions of the 2011 Law of Ukraine on 'Free Legal Aid'. Free primary legal aid refers to assistance with access to law: consultation and explanation of legal issues; support in drafting legal requests, complaints and other legal documents (excluding procedural documents); as well as support accessing secondary legal aid and mediation. Free secondary legal aid refers to access to justice: representation of people in courts, as well as tribunals and other government bodies; and drafting procedural documents.

According to the Law of Ukraine on Free Legal Aid, primary legal assistance is provided to all citizens of Ukraine, while secondary legal assistance is provided only to certain categories of marginalized people.

The Free Legal Aid Directory does not list all government Free Legal Aid Centers. For a list of all centres, please consult the following websites:

- Coordination center: <https://www.legalaid.gov.ua/kontakty/>
- Regional Centers: <https://www.legalaid.gov.ua/kontakty/region-centers>
- Local Offices: <https://www.legalaid.gov.ua/kontakty/local-centers>

Legal Aid Telephone Hotlines

All hotlines listed below have nationwide coverage

| № | ORGANIZATION | WEBSITE | TYPE(S) OF LEGAL ASSISTANCE PROVIDED | PHONE | OPERATING DAYS AND HOURS |
|---|--|---|--------------------------------------|---|--|
| 1 | Charitable Organization "Vostok SOS" | www.vostok-sos.org | All types of legal assistance* | 38(068)8272895 38(095)3748270 | 10:00 a.m.-6:00 p.m. Monday-Friday |
| 2 | Charitable Organization "GORENIE" | www.fgorenje.org | All types of legal assistance* | 38(050)0445601 (also Viber) 38(068)5699306 (also Viber) Skype: yurist.gorenje.dp yurist.gorenje.dn yurist.gorenje.zp | 9:00 a.m.-5:00 p.m. Monday-Friday |
| 3 | Charitable Organization "Right to Protection" | www.r2p.org.ua | All types of legal assistance* | 38(099)5075090 38(068)5075090 38(093)5075090 | 9:00 a.m.-6:00 p.m. Monday-Friday |
| 4 | Danish Refugee Council | www.drc.dk | All types of legal assistance* | 38(095)3642810 38(063)5431585 | 10:00 a.m.-5:00 p.m. Monday-Friday |
| 5 | Norwegian Refugee Council | www.nrc.no | All types of legal assistance* | 0 800 302 007 (free of charge) 38(067)8294435 (also Viber) | 10:00 a.m.-4:30 p.m. Monday-Friday |
| 6 | Civil society organization "Agency for Democratic Development of Donbas" | www.zminy-misto.com | All types of legal assistance* | 38(066)7112613 | 10:00 a.m.-5:00 p.m. Monday-Friday |
| 7 | Civil society organization «Active citizen position» | www.facebook.com/groups/citizen1agp | Primary legal aid | 38(067)6240042 38(044)2273539 | 10:00 a.m.-6:00 p.m. Monday-Friday 9:00 a.m.-2:00 p.m. Saturday |

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| 8 | Civil society organization “Donbas SOS” | www.donbasssos.org , www.fb.com/DonbassSOS/ | Primary legal aid | 0 800 309 110 (free of charge) online www.donbasssos.org/online/ | 10:00 a.m.-7:00 p.m. Monday-Friday |
| 9 | Civil society organization “Crimea SOS” | www.krymsos.com | All types of legal assistance* | Kyiv: 38(063)0731619 38(095)03153977 38(096)6848847 38(095)5905238 Kherson: 38(095)2775355 Skype: krymsos_legal – for those who are in Crimea | 10:00 a.m.-7:00 p.m. Monday-Friday |
| 10 | Civil society organization “Crimea Human Rights” | https://crimeahrg.org | Freedom of movement Crimea | 38(067)2240173 (also Viber and WhatsApp) | 10:00 a.m.-7:00 p.m. Monday-Friday |
| 11 | Civil society organization "La Strada-Ukraine" | www.la-strada.org.ua | Legal assistance to people suffered from domestic violence, GBV and human trafficking | 0 800 500 335 (free of charge) 116123 (free from mobile phones) | 24/7 |
| 12 | United Nations High Commissioner for Refugees (UNHCR) | https://www.unhcr.org/ua/ | All types of legal assistance* <i>Please note: UNHCR hotline operators do not provide legal consultations. All legal assistance requests that come to the hotline are daily referred to Right To Protection (R2P) or The Tenth of April lawyers in respective offices in Ukraine. Lawyers call people back within three working days.</i> | 0 800 307 711 (free of charge) | 10:00 a.m.-6:00 p.m. Monday-Friday |

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Office consultations and mobile teams in Luhanska oblast

| No | ORGANIZATION | WEBSITE | METHOD OF PROVIDING LEGAL AID | TYPE(S) OF LEGAL ASSISTANCE PROVIDED | ADDRESS | PHONE | OPERATING DAYS AND HOURS |
|----|--|---|------------------------------------|---|---|---|---|
| 1 | Charitable Organization "Right to Protection" | www.r2p.org.ua | Office consultation Mobile team | All types of legal assistance* | Severodonetsk, YRC "Mriia", 2, office 12 | 38(099)5075090 38(068)5075090 38(093)5075090 | 10:00 a.m.-5:00 p.m. Monday-Friday |
| 2 | Charitable Organization "Vostok SOS" | www.vostok-sos.org | Office consultation | All types of legal assistance* | Severodonetsk, Fedorenko st.,49-A | 38(068)8272895 38(095)3748270 38(095)3979848 | 10:00 a.m.-6:00 p.m. Monday-Friday |
| 3 | Civil society organization "East Human Rights Group" | www.vpg.net.ua | Office consultation | All types of legal assistance* | Lysychansk, Peremogy ave., 127, app.50 | 38(099)2603507 | 9:00 a.m.-9:00 p.m. Monday-Friday Прием по предварительной записи |
| 4 | Milove Local Centre for Secondary Legal Aid Provision | https://www.legalaid.gov.ua/tsentry/ | Office consultation | Primary and secondary legal aid and access to electronic services of the Ministry of Justice of Ukraine** | Milove, Myru st., 37 | 38(06465)22949 | 10:00 a.m.-5:00 p.m. Monday-Friday |
| 5 | Norwegian Refugee Council | www.nrc.no | Office consultation Mobile team | All types of legal assistance* | Stanytsia Luhanska, Tsentralna (Lenina) st., 30 | 0 800 302 007 (free of charge) 38(067)8294435 (also Viber) | 10:00 a.m.-4:00 p.m. Monday-Friday |
| 6 | Severodonetsk Local Centre for Secondary Legal Aid Provision | https://www.legalaid.gov.ua/tsentry/ | Office consultation | Primary and secondary legal aid and access to electronic services of the Ministry of Justice of Ukraine** | Severodonetsk, Gogolia st.,24 | 38(06452)42543 | 10:00 a.m.-6:00 p.m. Monday-Friday |
| 7 | Starobelsk Local Centre for Secondary Legal Aid Provision | https://www.legalaid.gov.ua/tsentry/ | Office consultation | Primary and secondary legal aid and access to electronic services of the Ministry of Justice of Ukraine** | Starobelsk, Rudneva st.,6 | 38(06461)24646 | 10:00 a.m.-6:00 p.m. Monday-Friday |

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| 8 | Ukrainian Helsinki Human Rights Union in partnership with Civil society organization «Staroluhansk Center for legal aid and information» | www.helsinki.org.ua | Office consultation | All types of legal assistance* | Stanytsia Luhanska, 2 nd line, 11 | 38(095)8225885 | 10:00 a.m.-4:00 p.m. Tuesday-Thursday 9:00 a.m.-4:00 p.m. Monday, Friday 1:00 p.m.-1:30 p.m. Break |
|---|--|--|---------------------|--------------------------------|--|----------------|---|

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