The consideration of requests and inquiries, as well as personal reception of citizens, is an integral part of the Prosecutor's Office activities and is guaranteed by the Constitution of Ukraine.

The Prosecutor's Office is committed to unconditional adherence to a people-oriented approach when considering appeals, which is defined as one of the strategic priorities of its activities.

In accordance with Article 131-1 of the Constitution of Ukraine, you can contact the Prosecutor's Office at:

Address: **11 Hriunvaldska Street, city of Ivano-Frankivsk, 76604**.

Reception telephone number: **(0342) 75-11-59**, Department for the Organisation of Reception of Citizens, Consideration of Requests and Inquiries: **(0342) 53-70-69**.

**• on issues of pre-trial investigation:**

1. participants of criminal proceedings or persons whose rights or legitimate interests are restricted during pre-trial investigation, regarding the conduct of pre-trial investigation of criminal proceedings by pre-trial investigation bodies, procedural guidance in specific criminal proceedings; supervision of covert and other investigative and search activities of law enforcement agencies;

2. on issues of international cooperation during criminal proceedings or interaction with competent institutions of foreign states and international organisations;

3. on maintaining public prosecution in court;

4. on the commission of a criminal offence;

5. on the commission of a corruption or corruption-related offence.

**• on issues of representing the interests of the state in court:**

1. on representing the interests of the state in the budgetary, credit and financial spheres, on issues of state and communal property, land relations, environmental protection, and in the sphere of the state's defence-industrial complex;

2. regarding compensation for damage caused by criminal offences and bankruptcy issues;

3. in cases related to corruption or corruption-related offences, as well as in cases concerning the recognition of assets as unjustified and their recovery as state revenue;

4. regarding representation in the field of child protection.

**• on issues of supervising compliance with the law in the enforcement of court decisions** **in criminal cases, as well as in the application of other coercive measures related to the restriction of personal freedom of citizens;**

**At the same time, we draw attention to the fact that the Law of Ukraine “On the Prosecutor's Office” dd. October 14, 2014 and Article 131-1 of the Constitution of Ukraine deprive the Prosecutor's Office of the power to conduct inspections in the course of supervising compliance, application of laws and representing the interests of citizens in court.**

Personal reception of citizens and organisation of reception by the regional Prosecutor's Office management is carried out by officers of the Department for the organisation of reception of citizens, consideration of requests and inquiries with preliminary verification of documents certifying the identity of the person who applied for reception.

Personal reception of citizens by the regional Prosecutor's Office management is carried out on definite days and hours according to the schedule, and by other officers of the Prosecutor's Office on the day of their request on working days from 9.00 to 13.00 and from 13:45 to 15:45, on Fridays from 9.00 to 13.00 and from 13:45 to 14:30.

Advance registration is carried out by the Department for the organisation of public reception, consideration of requests and inquiries (hereinafter referred to as the responsible Department) **on the basis of a written application from a citizen** or their authorised representative in accordance with the procedure established by law, drawn up in compliance with the requirements of Articles 5 and 8 of the Law of Ukraine “On Citizens' Requests”, which sets out the essence of the issue raised, indicates possible ways of contacting them (e-mail address, contact telephone numbers, etc.). It also should contain the attached copies of the contested responses to his previous requests and, if necessary, copies of documents certifying the special status of the person (clause 2.6 of Section II of the Procedure).

**Procedure for citizens' requests submission**

The consideration of requests and personal reception in the Prosecutor's Office is carried out in accordance with the Constitution of Ukraine, the Laws of Ukraine “On Citizens' Requests”, “On the Prosecutor's Office”, “On the Commissioner of the Verkhovna Rada of Ukraine for Human Rights”, “On the Status of People's Deputies of Ukraine”, “On the Status of Local Council Deputies”, and other legislative acts of Ukraine.

The request must contain the surname, given name, patronymic, place of residence of the citizen, the essence of the issue raised, comments, proposals, statements or complaints, requests or demands. The written request must be signed by the requester (requesters) and dated. The electronic request must also include the e-mail address to which the requester can be sent a reply, or information about other means of communication with the requester. The use of an electronic digital signature when sending an electronic request is not required.