

# Reception of citizens (ENG)

The procedure for receiving citizens at the Luhansk Regional Prosecutor's Office in accordance with Article 22 of the Law of Ukraine "On Citizens' Appeals" is regulated by

INSTRUCTION on the procedure for considering applications and requests in the prosecutor's office of Ukraine,

approved by order of the Prosecutor General No. 153 dated 25.06.2024.

The procedure for organizing and conducting personal receptions of citizens in the bodies of the Prosecutor's Office of Ukraine,

approved by order of the Prosecutor General No. 153 dated 25.06.2024.

By Order № 9 of the Head of the regional prosecutor's office dated March 23, 2023, the Procedure for the organization and conduct of personal reception at the Luhansk regional prosecutor's office (hereinafter – the Procedure) was approved.

According to clause 6 of the Procedure, in the event that quarantine is introduced, the reception of citizens by the leadership of the regional prosecutor's office shall be conducted via videoconference, in accordance with the approved schedule for personal reception and in compliance with the organizational and administrative regulations of the Prosecutor General's Office and the regional prosecutor's office.

Prior registration of citizens is required for personal reception with the head of the regional prosecutor's office. Registration begins the day after the most recent personal reception and ends one day before the date scheduled for the next reception.

The first deputy and deputies of the head of the regional prosecutor's office conduct receptions of citizens without prior registration on the day of their appeal, in accordance with the schedule.

Reception phone number - +38(066)-815-86-93

Working hours of the Luhansk regional Prosecutor's Office:

Monday–Thursday: 9:00 AM to 6:00 PM

Friday: 9:00 AM to 4:45 PM

Citizen reception schedule