

THEMATIC COMPILATION OF RELEVANT INFORMATION SUBMITTED BY BELARUS

ARTICLE 10 UNCAC

PUBLIC REPORTING

BELARUS (THIRD MEETING)

In 2011, the Republic of Belarus passed a new law “On appeals by citizens” which contains a number of important innovations. Thus, the procedure for personal reception: the heads of organizations and their authorized officials are obliged to carry out personal reception not less than once per month on an established day and time. Information on the time and place of the carrying out of personal reception and if there is a pre-recording of the personal reception is provided for the organizations in a public space (at information stands, boards, and in other modes).

The schedule of personal reception and the procedure for preliminary registration for personal reception is set up by the head of the organization. In the temporary absence on the day of personal reception of the head of the organization, the person performing his duties will conduct the personal reception. In the temporary absence on the day of personal reception of another public officer conducting the personal reception, the head of the organization shall be obliged to ensure the timely and proper performance of the functions of the temporarily absent official by any other official of the organization.

If on the day of personal reception it is a public holiday or a non-working holiday declared by the President of the Republic of Belarus, the day of personal reception is postponed to the following working day. By decision of the head of the organization, there may be organized a field public reception and also a preliminary recording of such reception. The law provides for the right of the head of the organization during the personal reception to make a decision on the application for technical assistance (audio and video recording, filming and photography). In the case of making such decision, the applicant, at the beginning of a personal meeting, shall be notified of it. In accordance with the changes made to the Order of the President of the Republic of Belarus of 15 October 2007, No. 498 “On additional measures regarding the work with appeals by citizens and legal persons,” organizations examining the treatment of citizens are required to post on their official websites on the Internet answers to the most frequently asked questions in the appeals.

In addition, the organizations conduct on a regular basis press conferences, hot lines, and direct communication by phone on issues of relevance to citizens and legal entities with heads and other officials meeting in the workplace, including with the participation of deputies, representatives of mass media, and public associations. The control over execution of decisions, adopted on the appeals received in the course of these activities, is vested in the heads of the organizations.