

Block 4: Veterans' most frequently asked questions about the procedure for receiving benefits

Free receipt of medicines, pharmaceuticals, immunobiological products and medical devices on prescription

It is regulated by the Resolution of the Cabinet of Ministers of Ukraine "On the Regulation of Free and Preferential Supply of Medicines on Prescription in the Case of Outpatient Treatment of Certain Population Groups and for Certain Categories of Diseases" of August 17, 1998, No. 1303.

Medicines are dispensed by pharmacies on the basis of prescriptions issued by doctors of healthcare facilities at the place of residence of privileged categories of persons, provided they have a certificate entitling them to the privilege. Persons treated in departmental healthcare facilities receive medicines in pharmacies assigned to these facilities.

List of diseases for outpatient treatment of which medicinal products are dispensed free of charge

1. Oncological diseases; 2. Hematological diseases; 3. Diabetes (diabetic and non-diabetic); 4. Rheumatism; 5. Rheumatoid arthritis; 6. Vesiculitis; 7. Systemic acute lupus erythematosus; 8. Systemic, chronic, severe skin diseases; 9. Syphilis; 10. Leprosy; 11. Tuberculosis; 12. Addison's disease; 13. Hepatocerebral dystrophy; 14. Phenylketonuria; 15. Schizophrenia and epilepsy; 16. Mental diseases (for persons with disabilities of groups I and II, as well as patients working in medical and production workshops of psychoneurological and psychiatric institutions); 17. Condition after surgery for prosthetic heart valves; 18. Acute intermittent porphyria; 19. Cystic fibrosis; 20. Severe forms of brucellosis; 21. Dysentery; 22. Pituitary nanism; 23. Condition after organ and tissue transplantation; 24. Bronchial asthma; 25. Bekhterev's disease; 26. Myosthenia; 27. Myopathy; 28. Marie's cerebellar ataxia; 29. Parkinson's disease; 30. Myocardial infarction (first six months); 31. Infantile cerebral palsy; 32. AIDS, HIV infection; 33. Postoperative hypothyroidism, including thyroid cancer; 34. Congenital dysfunction of the adrenal cortex.

The list of medicines that may be provided free of charge is provided for by the CMU Resolution No. 333 of March 25, 2009 "Some Issues of State Regulation of Prices for Medicines and Medical Devices".

Free dental prosthetics

Free dental prosthetics (except for prosthetics made of precious metals) is provided at the expense of local governments in state healthcare institutions on the basis of a relevant certificate confirming the status of the person.

Rent Payment for utilities and heating of buildings

The discount on the fee for the use of housing (apartment fee) is provided at the rate of 21 square meters of total housing area for each person permanently residing in the dwelling (house) and entitled to a fee discount, and an additional 10.5 square meters per family.

The area of housing for which a discount is granted when calculating the heating fee is 21 square meters of heated area for each person permanently residing in the dwelling (house) and entitled to a discount, and an additional 10.5 square meters per family.

Families consisting only of disabled persons are entitled to a 75% or 100% discount for the use of gas for residential heating by double the size of the standard heating area (42 square meters for each person entitled to a discounted fee and 21 square meters per family).

In order to receive the respective benefit, a person must be included in the Unified State Automated Register of those entitled to benefits and submit a package of documents to the relevant social protection authorities of local governments. The list of documents may vary depending on the person's place of residence, but must include the following:

- A copy of your passport;
- A copy of the certificate of assignment of the registration number of the taxpayer's account card;
- A copy of the documents confirming the right of the beneficiary and his/her family members to benefits (with the presentation of the originals);
- A certificate of family composition.

The procedure for granting benefits:

1. Submission of a package of documents to the relevant department or department of social protection.
2. In the case of applying for a benefit at the actual place of residence, a certificate confirming that the benefit is not granted at the place of registration.
3. Submission of the second package of documents to the regional representative of the service provider (Oblenergo, regional gas, utility companies).
4. The utility service provider shall make a corresponding note in the service agreement.
5. Payment for utilities at reduced rates is made from the moment the consumer submits an application.

Persons living in houses without central heating and having the appropriate statuses are entitled to discounts on the purchase of solid fuel or liquefied gas at the rate of 1 ton of solid fuel or 1 cylinder per year. (Legal framework - Resolution of the Cabinet of Ministers of Ukraine "On Establishing Minimum Standards for Provision of Solid and Liquid

Free transportation

Type of free transportation	UBD	A person with a disability as a result of war	Accompanying Persons with disabilities I gr
All types of urban passenger transportation	+	+	+
Public road transport in rural areas	+	+	+
By rail and water transport of suburban connections and by buses of suburban and intercity routes, including intra-district, intra- and interregional routes, regardless of distance and place of residence	+	+	+
By rail, water, air or intercity road transport, regardless of the availability of rail service	1 time in 2 years (round trip) or 1 time in a year (round trip with 50% discount)	Group I and II - once a year (round trip); Group III - once every 2 years or once a year (round trip with a 50% discount); October 1 to May 15 - 50% discount on the fare without limiting	50% discount on fares once a year; October 1 to May 15 - 50% discount on the fare without limiting the number of trips

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The Law of Ukraine "On Amendments to Certain Legislative Acts of Ukraine on the Implementation of an Automated Fare Collection System for Urban Passenger Transport", adopted on January 17, 2017, No. 1812-VIII, provides for the introduction of an electronic ticket for payment of fares in urban passenger transport. The above-mentioned privileged categories of persons receive an electronic ticket free of charge. The procedure for such receipt is determined by local governments separately.

Travel by intercity and/or suburban, rail and water transport is carried out on the basis of a ticket obtained at the ticket office upon presentation of the relevant certificate.

Transportation in fixed-route taxis. Taxi operators are entitled to free transportation if they have an agreement with local governments to reimburse the carrier's expenses. In most cases, such agreements are concluded. At the same time, the law does not provide for any restrictions on the number of privileged seats in transport or on one route.

In case of denial of preferential travel:

1. Record the name and contact details of the carrier, driver's name, vehicle number, date, time, and route on which the refusal was received.
2. If you want to extend your trip, pay the cost;
3. Call the carrier and calmly explain the situation with the driver. A useful tip: in your conversation, mention that you plan to contact the prosecutor's office and Ukrtransbezpeka;
4. If the situation is not resolved by phone, write a statement in triplicate: The National Police of Ukraine, Ukrtransbezpeka, and the local government where the route is operated. Be sure to attach a copy of your ID card and a copy of your travel ticket, if you had to buy one.

Providing living space for people in need of improved housing conditions

In accordance with the Resolution of the Council of Ministers of the Ukrainian SSR of 11.12.84 No. 470 «Approval of the Rules for Registration of Citizens in Need of Improvement of Housing Conditions and Provision of Housing in the Ukrainian SSR», citizens in need of improvement of housing conditions are recognized as those who:

1. Are provided with living space below the level determined by the executive committees of the regional, Kyiv and Sevastopol city councils of people's deputies together with the councils of trade unions;
2. Those living in premises that do not meet the established sanitary and technical requirements;
3. People who suffer from severe forms of certain chronic diseases and therefore cannot live in a communal apartment or share a room with their family members;
4. Who live under a lease agreement for residential premises in buildings of the state or public housing stock or under a lease agreement for residential premises in buildings of housing cooperatives;
5. Who have been living for at least 5 years under a lease agreement in houses (apartments) owned by citizens on the basis of private property;
6. Who live in dormitories;
7. Two or more families living in one room, regardless of kinship, or persons of different sexes over the age of 9, except for spouses (including if the dwelling they occupy consists of more than one room);
8. Internally displaced persons from among combatants in accordance with paragraphs 19 and 20 of part one of Article 6 and persons with disabilities as a result of war, as defined in paragraphs 10-14 of part two of Article 7, and members of their families, as well as family members of the deceased, as defined in paragraphs four to eight, fourteen, sixteen to twenty-second of paragraph 1 of Article 10 of the Law of Ukraine «On the Status of War Veterans, Guarantees of Their Social Protection».

Note. Housing can be provided if funding is allocated from the budget for specific programs for certain categories of the population.

The following documents must be collected to be registered with the housing authority:

- an application for housing registration (signed by family members living together);
- a certificate from the place of residence confirming family composition and registration;
- a copy of the ID card of a combatant/ person with a disability as a result of war/ war veteran;
- copies of the passport and certificate of assignment of the registration number of the taxpayer's account card;
- if there are family members, certificates confirming whether they are registered for housing at their place of work.

Depending on the specific grounds for registration:

- for a combatant - a certificate of participation in combat operations; for a person with a disability after the war or a war veteran - copies of certificates; a social security certificate of registration in the Unified State Automated Register of Persons entitled to benefits; for internally displaced persons - copies of certificates of registration in the Unified Information Database on Internally Displaced Persons;
- an act of inspection of housing conditions;
- the original conclusion of the medical advisory commission on the presence of a severe form of chronic disease;
- a certificate/extract from the decision of the executive committee of the local council on the non-compliance of the dwelling with the established sanitary and technical standards;
- a copy of the lease/rental agreement for the residential premises;
- a copy of the technical passport of the apartment or copies of the pages of the technical passport of the house, a certificate of ownership.

Authorities to contact

1. First of all, you need to obtain an application form for registration with the housing authorities by contacting them:

1.1. At the place of residence, to the executive committee of a district, city, district in a city, settlement, or village council;

1.2. At the place of work, to enterprises, institutions, organizations that have a housing stock and are engaged in housing construction.

2. Gather the necessary documents and submit them to the department responsible for enrolling in the housing register (for example, to one of the Administrative Service Centers (hereinafter referred to as the ASC)).

3. The decision on housing registration must be made within one month (30 calendar days) from the date of submission of all documents (the decision may be either positive or in the form of a refusal with reference to the current legislation, with the motivation for the refusal and explanation in accordance with the established procedure). If your application is approved, you will receive a written response informing you of the date of registration, type and queue number).

Note. *Participants in hostilities who were wounded, contused or injured while participating in hostilities or performing military service duties are provided with housing, including housing transferred by ministries, other central executive authorities, enterprises, institutions and organizations to local councils and state administrations, within two years from the date of registration.*

In addition, persons may receive monetary compensation for the housing they are entitled to. (Legal framework - Resolution of the Cabinet of Ministers of Ukraine No. 719 of October 19, 2016 "Issues of Providing Housing to Certain Categories of Persons Who Defended the Independence, Sovereignty and Territorial Integrity of Ukraine, as well as Members of Their Families", Resolution of the Cabinet of Ministers of Ukraine No. 280 of April 18, 2018 "Issues of Providing Housing to Internally Displaced Persons Who Defended the Independence, Sovereignty and Territorial Integrity of Ukraine").

Persons with war-related disabilities of groups I and II, internally displaced persons who are combatants or persons with war-related disabilities of group III, and family members of a person who was killed (missing) or died are entitled to receive financial compensation.

Note! To apply for financial compensation, you must be registered with the housing office. Internally displaced persons additionally need to be registered in the Unified Information Database on Internally Displaced Persons for one year at the place of actual residence within Kyiv or within one region.

The procedure for obtaining monetary compensation:

1. Submit an application for monetary compensation to the social welfare authority or ASC at the place of registration in the housing register.
2. Within ten business days from the date of acceptance of the application for monetary compensation with all necessary documents, the social protection authority submits a request for payment of monetary compensation to the commission.
3. After receiving an application for changes in property status and/or family composition, loss of status, deregistration from the housing register, etc., the social protection authority submits a request to the commission to review the decision to award financial compensation within 5 working days.
4. The Commission has 5 business days to make a decision on the award or refusal to award monetary compensation.
5. On the basis of the decision to award monetary compensation, open a special account at Oschadbank.
6. Within 10 days, submit a copy of the agreement on opening a special account with Oschadbank to the social security authority.
7. The social security authority transfers the monetary compensation to a special account, which is notified to the applicant within three business days from the date of transfer.

Additionally!

State program "Affordable Housing" - <https://kyiv.molod-kredit.gov.ua/zhytlovi-prohramy/dostupne-zhytlo>

State Program "Own House" - CMU Resolution "On Approval of the Rules for Providing Long-Term Loans to Individual Rural Housing Developers" of October 5, 1998, No. 1597.

Allocation of land plots for individual housing construction, gardening and horticulture

Please note: During the period of martial law, the free transfer of state and municipal land to private ownership, the issuance of permits for the development of land management documentation for the purpose of such free transfer, and the development of such documentation are prohibited. Please also note that in connection with the introduction of martial law in Ukraine, access to the Public Cadastral Map is closed.

Norms of free land transfer:

- for individual housing construction - no more than 0.25 hectares, in villages - no more than 0.15 hectares, in cities - no more than 0.10 hectares;
- for individual summer cottage construction - no more than 0.10 hectares;
- for gardening - no more than 0.12 hectares;
- for personal farming - no more than 2.0 hectares.

The procedure for privatisation of a land plot

1. Obtaining a permit for the development of a land management project (issued by a city, town, village council, district, or regional state administration, depending on the location of the land plot).
2. Development of a land management project for land allocation (the list of persons performing such types of work is available on the website of the StateGeoCadastre in the «Activities" section, «Certification» section).
3. Approval of a land management project for the allocation of a land plot (in accordance with Article 186-1 of the Land Code of Ukraine, depending on the location of the land plot).
4. Registration of a land plot (carried out by the state cadastral registrar).
5. Approval of the land management project (issued by the city, town, village council, or district, regional state administration).
6. Registration of land ownership (carried out by a state registrar (ASC) or a notary).

Repair of houses and apartments of these people who need to improve their living conditions and provide them with fuel

The issue is regulated by the Cabinet of Ministers Resolution «On Approval of the Procedure for Free Capital Repairs of Own Residential Houses and Apartments of Persons entitled to Such Benefit, as well as Priority Repairs of Residential Houses and Apartments of Persons entitled to Such Benefit» of May 20, 2009, No. 565.

The cost of free capital repairs is determined as the product of the cost of capital repairs per 1 square meter of a house or apartment. In this case, the area may not exceed 21 m² of the total area of the house or apartment. The frequency of repairs is determined by the executive authority or local self-government body, but not more than once every 10 years.

The procedure for repair:

1. Submission of a written application by a person to an executive authority or local self-government body at the place of his/her permanent residence.
2. Establishment by an executive authority or local self-government body of a commission consisting of specialists from housing maintenance and repair and construction organizations, representatives of the body that finances the repair work, and other authorised persons.
3. Inspection of the house or apartment by the commission, compilation of a list, determination of the types and scope of work to be performed.

4. Making a decision within one month to carry out free capital repairs after submitting an application by a person based on the results of the commission's inspection.
5. Based on the results of the inspection of the house or apartment, a defect report and an estimate are drawn up and the total cost of the overhaul is determined.
6. Free capital repairs are carried out in accordance with the established procedure by enterprises that are entitled to perform such work in accordance with the law, at the request of the body that is the main administrator of local budget funds.

Obtaining a loan for the construction, reconstruction or overhaul of residential buildings and outbuildings, country houses and garden plots

The issue is regulated by the Resolution of the Cabinet of Ministers of Ukraine No. 449 of May 8, 2019 "On Approval of the Procedure for Granting Loans to War Veterans and Persons Covered by the Law of Ukraine «On the Status of War Veterans, Guarantees of Their Social Protection».

The right to receive a loan is granted to combatants (Article 6 of the Law), persons with disabilities caused by war (Article 7 of the Law), war veterans (Article 9 of the Law), family members of deceased war veterans (Article 10 of the Law), family members of deceased defenders of Ukraine (Article 10-1 of the Law), and persons who have special services to the Motherland (Article 11 of the Law).

Loans are provided by banks on the terms specified in the agreement.

The loan is granted in local currency and is repayable within 10 years starting from the fifth year after the completion of construction or in accordance with the agreement.

Tax, fee, duty, and other budgetary benefits

1. The following are exempt from taxation: annual financial assistance paid to combatants and disabled veterans until May 5; the amount of monetary compensation paid to military personnel for their housing.

2. The TCU stipulates that the income of a combatant during martial law received as charitable assistance is not subject to personal income tax. Only charitable assistance provided in the form of:

- Funds for the purchase of either special personal protective equipment (helmets, bulletproof vests made in accordance with military standards), technical surveillance equipment, medicines, personal care products, food, clothing items or other goods (works, services) according to the list determined by the Cabinet of Ministers of Ukraine, or for payment (compensation) of the cost of medicines, donor components, medical devices, technical and other rehabilitation equipment, paid medical services
- in the amount that does not exceed 500 minimum wages established by law as of January 1 of the reporting (tax) year in total during the reporting (tax) year - for the restoration of lost property and for other needs, according to the list determined by the Cabinet of Ministers of Ukraine, that the taxpayers have.

3. The TCU provides for the exemption from military taxation of income in the form of financial support for the period of direct participation of a person in hostilities.

4. 4. War veterans are exempted from paying the fee for parking spaces, tourist tax, and land tax.

5. Exempt from paying court fees:

- servicemen, persons liable for military service and reservists called up for training (or check-up) and special training - in cases related to the performance of military duty, as well as in the course of performing official duties;
- combatants, injured participants of the Revolution of Dignity, Heroes of Ukraine - in cases related to violations of their rights.

Entrepreneurial activities of military personnel

The state registration of the entrepreneurial activity of a sole proprietorship (hereinafter referred to as the sole proprietor) is not suspended for the duration of the call-up (part 3 of Article 39 of the Law of Ukraine «On Military Duty and Military Service»).

If they do not carry out entrepreneurial activities during the mobilization period, such individual entrepreneurs are not subject to the calculation of taxes and fees (part 3 of Article 39 of the Law of Ukraine «On Military Duty and Military Service»).

For the period of conscription, a sole proprietor is exempt from paying the single social contribution for himself (clause 9-2. of the Final and Transitional Provisions of the Law of Ukraine "On Collection and Accounting of the Single Contribution for Obligatory State Social Insurance" (hereinafter - the Law on the Single Contribution)).

During the special period defined by the Law of Ukraine «On Mobilization Preparation and Mobilization», single contribution payers called up for military service during mobilization by the wartime states are exempt from fulfilling their obligations under Article 6 (2) of the Law of Ukraine "On Collection and Accounting of the Single Contribution for Compulsory State Social Insurance" for the entire period of their military service, unless they are employers.

The basis for such dismissal is an application by the sole proprietor and a copy of the military ID card or a copy of another document issued by the relevant state body, indicating the information on the call of such person to military service during mobilization, for a special period.

The documents are submitted to the tax authority of the sole proprietor within 10 days after his demobilization.

During the special period of mobilization, the provisions of Article 25 of this Law (i.e., measures of influence and penalties) are suspended for the entire period of their military service for single taxpayers called up for military service.

The basis for such a suspension is a copy of a military ID card or a copy of a document issued by the relevant state body indicating the data on conscription, which is submitted to the tax authorities by the state body within ten days after mobilization.

For the duration of the call-up, sole proprietors are exempt from accrual and payment of personal income tax and unified social tax, as well as from filing reports, regardless of whether they have employees.

Regarding VAT:

Law No. 1275 does not exempt sole proprietorships from the obligation to accrue, pay and report VAT.

A sole proprietor - a VAT payer mobilized to the Armed Forces of Ukraine - is not obliged to file VAT returns for reporting periods in which there are no transactions for the supply or purchase of goods/services and no other indicators subject to declaration.

Preferential right to enter higher education institutions, professional pre-higher education institutions, the right to non-competitive admission to vocational (vocational-technical) education institutions

The procedure for obtaining vocational (vocational-technical), professional pre-university and higher education is regulated by the Resolution of the Cabinet of Ministers of Ukraine "On Providing State Targeted Support to Certain Categories of Citizens for Obtaining Vocational (Vocational-Technical), Professional Pre-university and Higher Education" of November 23, 2016, No. 975.

The state provides targeted support for vocational and higher education in state and municipal educational institutions:

1. at any age:

- combatants; persons with disabilities as a result of the war; affected participants of the Revolution of Dignity.

2. until such persons graduate from vocational (vocational-technical), professional pre-university and higher education institutions, but not longer than until they reach the age of 23:

- children of combatants, persons with disabilities as a result of war, affected participants of the Revolution of Dignity; children whose parents died as a result of participation in the ATO/JFO, the Revolution of Dignity; children registered as internally displaced persons; children living in settlements on the contact line.

State targeted support provides for:

- full or partial payment of tuition in case of enrollment on a state (regional) order in accordance with the terms and conditions of admission;
- preferential long-term loans for education;
- social scholarships;

- free provision of textbooks;
- free access to the Internet and database systems in state and municipal educational institutions;
- free accommodation in a dormitory.

The procedure for admission to higher education institutions is provided for each year by the relevant Orders of the Ministry of Education and Science of Ukraine. Currently, the Procedure for Admission to Higher Education in 2022, approved by the Order of the Ministry of Education and Science of Ukraine No. 392 dated April 27, 2022, is in force.

Attention: *The rules for applying to universities in 2024 may change.*

Extraordinary free provision of a car

The issue is regulated by the Procedure for Providing Persons with Disabilities with Cars, approved by the Cabinet of Ministers of Ukraine on July 19, 2006, No. 999.

Persons with disabilities caused by war are entitled to extraordinary free provision of cars under the following conditions:

- medical indications for providing a car. At the same time, regardless of medical indications, persons with war-related disabilities of group I in sight or without both hands and persons with disabilities with stumps of both legs and arms are entitled to a car;
- no car (truck/car), bus, trailer, semi-trailer that is less than 10 years old;
- have not received a car as a charitable donation within seven years prior to registration and during the period of registration, or have not registered a purchased car with a service life of less than five years.

The car is provided for 10 years, after which the person has the right to replace the car with a new one.

The list of documents to be submitted to the social security office (department) for obtaining a car:

- a copy of the MSEC certificate;
- passport (original);
- a certificate of assignment of an identification number to a person with a disability and a family member to whom the right to use the car is transferred, or a legal representative of an incapacitated person with a disability;
- a document on registration of the place of residence of a family member or other person to whom the right to use the car is transferred;
- a certificate of a person with a disability caused by war;
- for incapacitated persons with disabilities - a copy of the court decision recognizing the disabled person as incapacitated and a copy of the decision (order) establishing guardianship over him/her;
- a copy of the driver's license of the disabled person/person to whom the right to drive is transferred.