

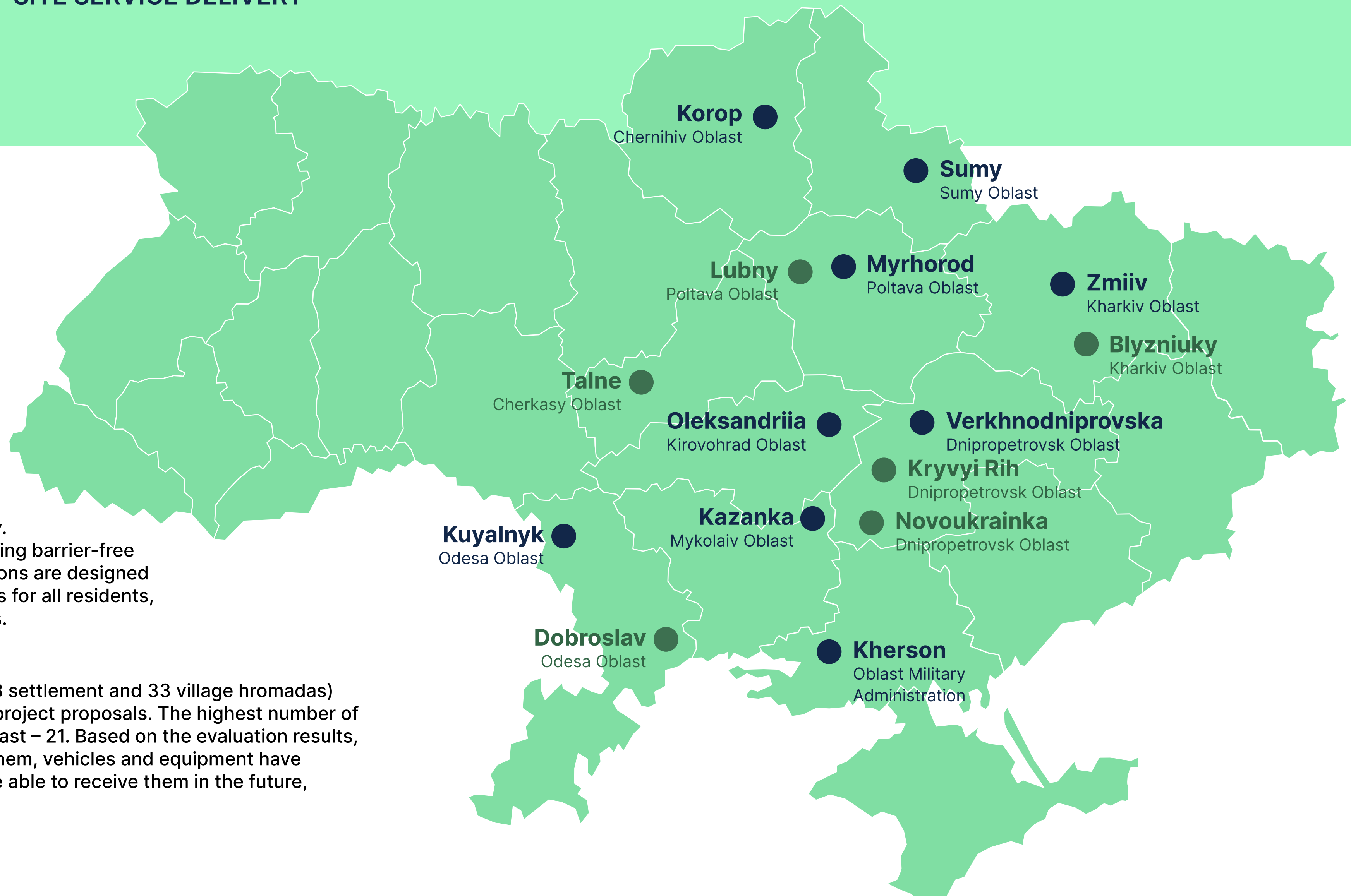
MOBILE SOLUTIONS FOR HROMADAS

SUPPORTED PROJECTS FOR ON-SITE SERVICE DELIVERY

The Polaris Programme “Supporting Multilevel Governance in Ukraine” has supported projects from hromadas aimed at organising on-site (mobile) service delivery to improve access to public services. The selected hromadas will receive expert and mentoring support to establish mobile service delivery, along with vehicles and necessary equipment.

Providing crisis support through mobile solutions is driven not only by the consequences of the war but also by the importance of ensuring accessibility. These services are an integral part of building barrier-free and inclusive hromadas. Such mobile solutions are designed to ensure equal access to essential services for all residents, including those living in remote settlements.

In total, 166 hromadas (including 65 city, 68 settlement and 33 village hromadas) from 12 oblasts of Ukraine submitted their project proposals. The highest number of applications came from Dnipropetrovsk Oblast – 21. Based on the evaluation results, a list of 15 hromadas was formed: for 9 of them, vehicles and equipment have already been contracted, and 7 more will be able to receive them in the future, subject to available resources.



KOROP SETTLEMENT HROMADA, CHERNIHIV OBLAST

Population: 14,359 (including 1,739 internally displaced persons (IDP) and 735 veterans)

Area: 910.417 km²

Settlements: 50

Project: *Mobile Administrative and Social Services for Residents of Korop Hromada*

Objective and Goals: To improve the accessibility of administrative and social services for residents, including:

- **Access to administrative services (registration of residence, land-related services, civil status registration, property rights, and other local services)**
- **Support for veterans and their families**
- **Promoting preservation of family-based childcare**

Expected Results:

- **Service accessibility:** At least 80% of residents in remote villages will receive administrative services without the need to travel to the ASC
- **Veterans' support:** Simplified access to at least 21 types of services
- **Inclusivity:** 100% of mobile visits will take into account the needs of persons with disabilities
- **Sustainability:** Mobile service delivery will be integrated into the hromada's development strategy

MYRHOROD CITY HROMADA, POLTAVA OBLAST

Population: 45,869 (including 9,189 IDPs and 2,300 veterans)

Area: 631 km²

Settlements: 37

Project: *Service Nearby*

Objective and Goals:

- To provide administrative, counselling, information, referral, and support services for veterans and vulnerable population groups.
- Veteran support includes implementation of veteran policy, delivery of administrative services, health and social adaptation programmes, and engagement of veterans in community life.

Expected Results:

- Ensuring accessible, convenient, and high-quality service provision; enabling residents of remote settlements to use public services; and organising the work of ASC administrators, social workers, and specialists supporting veterans and demobilised persons.

KHERSON OBLAST MILITARY ADMINISTRATION

The territory of Kherson Oblast includes 17 hromadas liberated from occupation, covering a total area of 6,830 km². The provided crisis support will strengthen the capacity of the relevant departments of the Kherson Oblast Military Administration to coordinate cooperation with hromadas to ensure residents' access to public services, organise mobile citizen consultations, respond to crisis situations, and maintain communication with the population.

OLEKSANDRIIA CITY HROMADA, KIROVOHRAD OBLAST

Population: 88,100 (including 11,307 IDPs and 400 veterans)

Area: 261.3 km²

Settlements: 14

Project: *Providing Public Services through Mobile Solutions and On-Site Service Delivery*

Objective and Goals:

- To enhance public service delivery in several areas, including social and pension services, residence registration, issuing certificates and extracts from state registers, business permits, civil status registration services, and social manager support for persons with limited mobility and war veterans.

Expected Results:

- The project will enable residents to receive administrative services close to their place of residence (approximately 15–25 mobile visits per week). Expected outcomes include reduced queues, simplified access for persons with disabilities, veterans, and elderly people living alone (around 100 persons per month). The integrated approach will save applicants time by allowing them to access multiple services during a single mobile visit.

SUMY CITY HROMADA, SUMY OBLAST

Population: 279,620 (including 29,153 IDPs and about 40,000 veterans)

Area: 349 km²

Settlements: 18

Project: *Mobile Administrator Vehicle – Bringing Administrative Services Closer to People with Inclusion Needs*

Objective and Goals:

- To ensure residents' access to essential administrative services at their place of residence.
- The main goals include providing services related to personal document processing (residence registration, issuing certificates, updating photos, etc.), social and preferential services, permits, digital and administrative consultations, as well as services for specific population groups.

Expected Results:

- The project will increase accessibility of administrative services for residents of Sumy and Sad hromadas and reduce the time required to obtain them. It will strengthen public trust in local self-government and promote an inclusive environment where every resident has equal access to services. The initiative will also support the effective operation of the crisis response headquarters and provision of assistance to affected individuals through the administrative service system.