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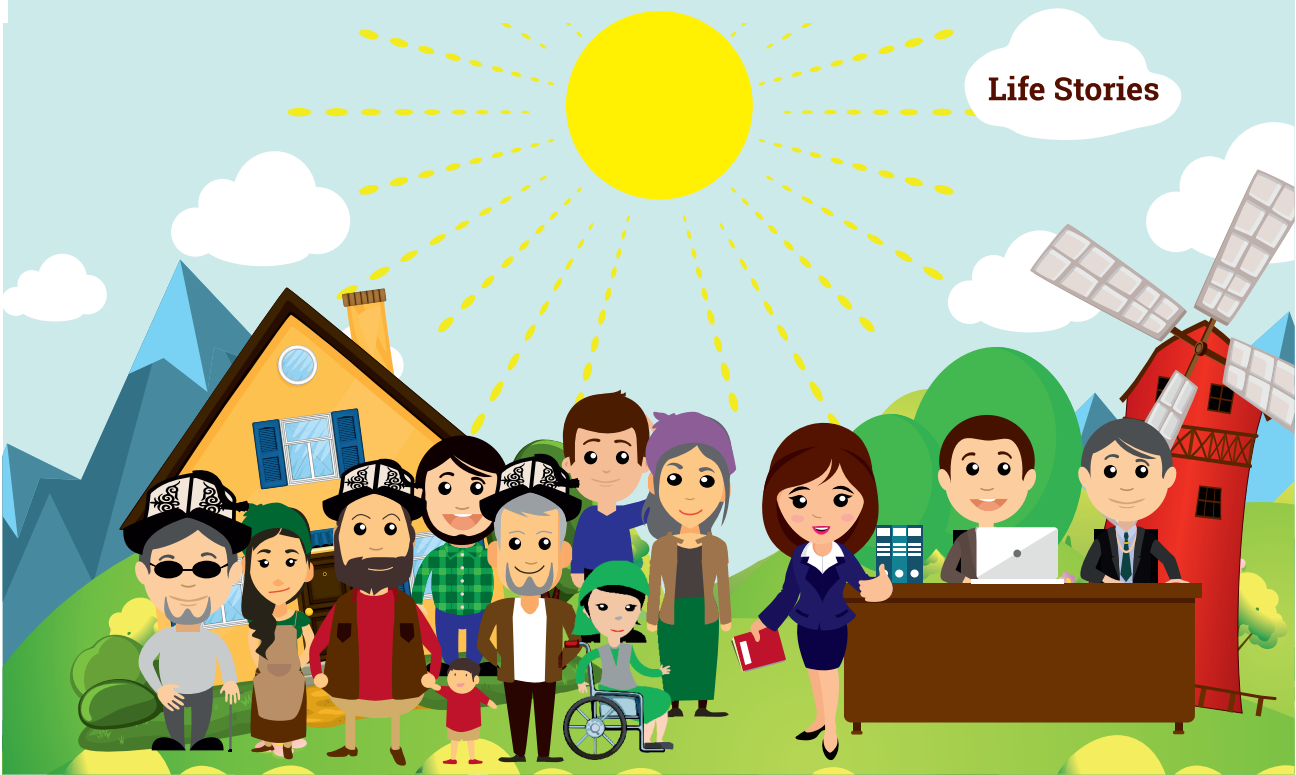


Empowered lives.
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THE PATH TO JUSTICE

Change of view, empowerment,
improvement of life

Life Stories



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improvement of life**

Life Stories



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The “Rule of law” implies protecting the rights of every person regardless of status and social standing, whereas Access to Justice is its main principle.

In the absence of Access to Justice, people are unable to protect their rights, combat discrimination, receive quality services to protect their rights and get a hearing. Practice shows that the rights of vulnerable populations are most at risk, and they often face insurmountable barriers to their enforcement. This publication gives the examples of the personal lives of people who managed to solve their legal problems, enhance legal literacy, change views and improve their lives.



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Legal culture through the eyes of a new generation

What is legal culture? Legal culture is the attitude of society towards justice and laws, which is manifested in the behavior of citizens in communication, at work, in the street and even in the family. Legal culture has been developed for centuries under the influence of customs, traditions, culture, and, of course, legal education.



Contemporary legal culture is based on the principles of justice, equality and freedom, where arbitrariness and contrariness are excluded, but at the same time everyone has the right to freedom of choice, thought, statements, place of residence ... In general, we have the right to create our own unique way of life, but at the same time recognize the rights and freedoms of others.

“I am pleading you, give me back my daughter Gulnur.”

“Go out of the house, Gulnur is our daughter, I’m her grandmother, she grew up here, you have no rights to her.”

“I’m her mother. I have rights to her.”

“Go away so that my eyes will not see you here. Do not even try to see her.”

Her husband’s relatives turned Gulnur’s mother out of the house. But after a while, they understood that their daughter-in-law could go to court and then they would have to return her daughter.



This is an excerpt from the performance prepared for the contest on Legal Culture through Street Theaters. Schoolchildren from 10 schools of the Kulatov Aiyl Okmotu made performances about the most pressing legal problems of the local population. All these stories have been taken from real life: difficulties and tears of a single mother who could not get alimony, unauthorized construction on someone else's land, psychological pressure on a schoolboy accused of theft, incompetence and corruption in government bodies, and many other problems arising due to internal and external migration.



“Akhmat ake, why did you build the house on my part of the plot?”
“Zeynep, where have you been for all these five years?” You do not fool me, go and build in any other place!”
“This is my plot, and I want to build a house here.”
“Can you build a house? Look at yourself first. Out of my sight! I'll buy you a plot in another place, and there you'll build your own chicken coop.”
“Akhmat ake, why do you humiliate me in such a way? We will be the neighbors ...”
“With a beggar like you, I'll never be a neighbor, your hut will ruin the whole background of my house.”
- If you do not return my plot yourself, I'll write a statement to the court.”

Zeynep appeals to local authorities and to the aksakals court, but they all persuade her to give the plot and build a house in another place because Akhmat ake is thought to be a wealthy and respected person in the village. But Zeynep insists on her own and demands the plot to be returned to her.

Along with legal problems, young actors quite openly and boldly demonstrated the low spiritual and moral state of adults, such as humiliation of honor and dignity, disrespect for the weaker gender, and irresponsibility. In all performances, the call for justice, mutual respect, and liberation from feelings of sacrifice sounded. It is gratifying that schoolchildren boldly criticize the voices of modern society, clearly define the line between bad and good, call for struggle for the exercise of legal rights rather than for quiet humility.

During the performances, it was felt that the new generation is not the one who takes and absorbs everything from the older generation.

This is the generation, which will analyze, discuss and discard the unnecessary things carefully choosing those values that will help them achieve their goals and lead them to a full, self-sufficient, and a deeply meaningful life.



According to the young actors, when preparing street performances, they had to analyze the existing legal

problems of fellow villagers and choose the most pressing of them. “The very process of preparing the scenario has become a good experience for us. We have acquired very useful knowledge since we searched for the best possible solutions for each case. Some legal problems are impossible to be solved, and one can only hope for fairness of the parties”, said Asylbek kyzy Uris, a pupil of the secondary school named after Bekiev.

The contest was organized with the aim of increasing the legal awareness of the population in the simplest and most accessible way and was supported by the UNDP and MFA of Finland Project “Widening Access to Justice in the Kyrgyz Republic”. All participants and winners of the contest were awarded valuable prizes.

Similar contests of the street theaters to improve legal culture of the population were organized among the schools of the Kyzyl Oktyabr and the Burana Aiyl Okmotus of Chui Oblast, and the Kenesh Ail Okmotu of Osh Oblast. These performances have been held for three years already and have become popular among the local population. The young actors are invited to stage scenes in other Ail Okmotus for various events, holidays, and conferences. According to teachers and organizers, the street theaters have become a very effective tool to increase the sense of justice of local population.

It's noteworthy that the values cultivated in the current generation through the legal culture do not at all contradict the profound philosophical values that have been passed down from generation to generation, but, on the contrary, supplement them with a new content introducing necessary adjustments.

Meri Bekeshova,
UNDP and MFA of Finland Project “Widening Access
to Justice in the Kyrgyz Republic” project Specialist

It's much harder to bring legal information to adults than to children

This year, the republican review contest for The Best Teacher 2017 was won by Chynara Nurmanova, the subject teacher of Civil Law from the school named after T. Aybashev of the Kulatov Aiyl Okmotu of Nookat district, Osh oblast. She was awarded the title of "Excellent Worker of Education", and presented with a laptop and a cash prize. Chynara Nurmanova admitted that her achievements were prompted by close cooperation with the UNDP Project, organization of street theaters on legal theme with children, and taking various trainings.



“I have embraced a profession of teacher by vocational aptitude. I’ve always wanted to teach my subject so that children were interested in it. In 2015, I began to closely cooperate with the UNDP Project “Widening Access to Justice in the Kyrgyz Republic”, and, together with children, I organized the street theaters on legal topics, and participated in the Know Your Right Training. The experience gained during that time helped me to conduct my classes as interactively as possible”, Chynara Nurmanova says. “In fact, it’s much harder to bring legal information to adults than to children. I believe that using these methods within the Project, we managed to change the worldview of many people, to wake up the desire to resist any undesirable phenomena taking place in life, to revise our life values and make the right decision.”

Last year, Chynara Nurmanova having written a script called “The Trap of Indifference” in the framework of the contest entitled Legal

Culture through Street Theaters, together with the children, theatricalized it and won the main prize. The pupils of Chynara eje have already made this performance in other ayil okmotus and within various events.

“I’m teaching Civil Law. Since this subject is about the rights of citizens, their duties, and the place of a citizen in the society, I realized that the project is very necessary for me, and I began to closely cooperate. I actively participate in all trainings and workshops organized by the Project, and then I try to use widely the knowledge received thereof in classes. At the same time, I feel that my pupils like my lessons and bring positive results,” Chynara says.



Recognized as the best teacher of the year by the republican contest, Chynara, the teacher from a distant region, had studied for the specialty of the Kyrgyz Language, but because of the staff oversupply, she became a social teacher and taught Civil Law. According to her, telling children

about civil rights, one must speak of, and give a detailed explanation about, the obligations of citizens as well, because rights are valid where a person fulfills his/her duties. At present, it is necessary to convey as much information as possible about the rights of vulnerable populations because the rights of women and innocent children are most violated.

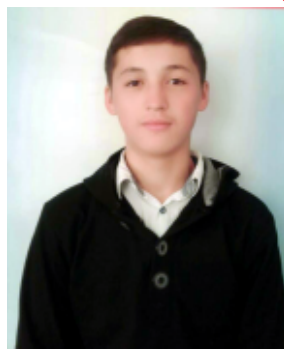
“I do not read books as I work all the time, and I don’t know much about human rights. The street theaters are good enough to raise those problems that are relevant to people and show how they can be solved in laypeople terms. I learned about the amount of material aid, how this or that document, or the birth certificate, can be obtained”, Galdar Samakova, the resident of Kulatov Village, shared her impressions after watching the theatrical performance.

Chynara eje thoroughly prepared for The Best Teacher 2017 Contest. At first, the intra-school contest was held followed by the inter-district and inter-oblast ones. After passing all these stages, she received a permit to participate in the republican contest. The lesson on Civil Law was published on the web-site along with 34 open lessons selected throughout the country and received the most votes of readers.

“This project served as a powerful impetus for my development and gaining of experience,” notes Chynara eje. “First, I improved my legal literacy; second, I excellently mastered the methods and techniques of transferring knowledge to children through interesting games and interactive tools. And as to the street theaters, I can assure that their

impact on children and the spectators is enormous because I notice how the opinion of a person who before the view did not know the way to solve legal issues is changing, and now he/she understands the depth and significance of using his/her rights and duties.”

“Knowing the rights and responsibilities is very important. The more a person has legal knowledge, the higher the level of his/her family prosperity; the legal culture of the society will generally be increased, and the government will develop along with that. Anyone can deceive people who don't not know their rights and duties,” Alimov Sultan, the 10th grade pupil of the secondary school named after T. Aybashev, said.



“I think that with our street theater performances made in many parts of the country, we have had an impact on improving the lives of many people. We show the negative phenomena, which often occur in life of adults, through humor, tragedy and irony. I hope that the older generation will take it with understanding, but even if they do not understand it, we, the young people, should not repeat their mistakes,” Akimbek kyzy Asel, a 10th grade pupil of the secondary school named after T.Aibashev, said.



Meri Bekeshova

Rights of vulnerable people are in the zone of constant risk

“The equality of rights is not that everyone uses them, but in the fact that they are provided to everyone”- Lucius Seneca



“As a child I did not feel my disability in the family. But, outside the house I was like in a zoo, they looked at me, pointed at me and asked me if I could read and write. Now the attitude in the society has changed, I do not feel such infringements. But, nevertheless, there is a difference. In Western countries, people do not pay attention to disability of a person, and treat him/her like any other person. We treat people with disabilities as a hero who has to overcome all obstacles, or as a wretched disabled person who needs help,” Seinep Dyikanbaeva said during discussion of her history and current status of the rights of persons with disabilities during the Summer School of Law.”

Protecting the rights of vulnerable populations, in particular, those of persons with disabilities, children, women, and youth was the main topic of the Summer School of Law Training held on August 14-18, 2017, in Bulan-Sogottu Village, with the support of the UNDP and MFA of Finland Project “Widening Access to Justice in the Kyrgyz



Republic”. The representatives of the civil society dealing with protecting the rights of vulnerable populations were invited as participants.

During the training, the national remedy mechanisms, legislation, conventions, institutions engaged in protecting the rights of vulnerable populations, mechanisms for reducing proneness to conflicts in various areas of citizens’ activities and other relevant legal problems were discussed.

A specific feature of this training was delivery of information and training materials in a format accessible to persons with hearing disabilities. The training was completely accompanied by a sign language interpretation.

“I have participated in many trainings, but in such training with an inclusive approach I participate for the first time. All conditions were created here to ensure that persons with disabilities, especially those with hearing and eyesight disabilities, could study, communicate and relax together with all the others. Communicating with them, we did not feel any restrictions and even began to understand the sign language,” Kuznetsova Larisa, the Director of SF Smile.kg, says.

“This inclusive training has become an example and a challenge for all of us. It turns out that it is possible to create conditions, and everything depends on ourselves, we need to take actions and demand them from others,” Tatyana Temirova, the representative of the NGO Alga, says.

“Society often says that it stands for integration, but we constantly learn and conduct activities separately. For the first time I have participated in the law school on a par with other healthy people. At this training we had a good opportunity to learn the opinions of various people and experienced human rights defenders, and most importantly, we can use the knowledge gained in practice. This practice of introducing inclusion needs to be continued, and not only in training on the rights of vulnerable populations,” Almaz Topchuev, the Chairman



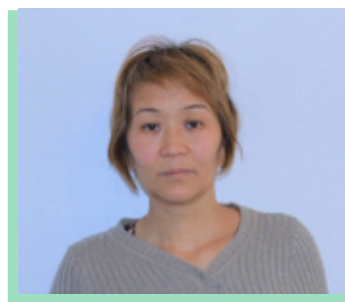
of the Osh Organization of the Deaf, says.

Seinep Dyikanbaeva, the ARDI Lawyer: “If the Government does not create conditions for people with disabilities today, in 20-30 years they will become even more in number, and it will be even more difficult for the Government to cope with the situation. Therefore, it is more profitable for the Government to make efforts and create conditions for people with disabilities right now.”

In the minds of people human rights are associated with security and stability. Today, the problem of rights protection remains relevant as vulnerable populations feel in a zone of constant risk and are not sure of the ability to defend rights and freedoms, even those secured by law.

I've lived in a rental apartment with my children for 10 Years

“I was born in 1973 in Jumgal District. I am the mother of two children. Currently I'm not working as I have to look after my son with a disability. We divorced with the father of my children and later I had to sue him because of this house. He decided to take our house completely to himself. My children and I were evicted from the house, and for 10 years we have lived in rented apartments. I could not sue, because I could not pay for the services of a lawyer,” Venera



Mambetkadyrova, a resident of Nizhnyaya Ala-Archa Village of Chui Oblast, says with tears in her eyes. According to Venera, she never wanted to put up with this situation and was constantly looking for possible solutions and each time faced a lack of money. In 2016, Venera, by word of mouth, accidentally learned about the launch of the project that provided free legal assistance and immediately appealed to it.

“Ainagul Bakasova, the Lawyer of the LBD Consulting, helped me to appeal to the court and solve my problems. The court estimated the house at KGS 1.5 million and divided it into two parts, but the house went to my husband. I have two children, my son is with a disability, and I'm unemployed. Despite this, the judge of the Alamedin District Court determined a share of KGS 500,000 for me. With the help of Ainagul we challenged this decision and appealed to the regional court. Now the share was kept for me, and my husband was evicted from the house. We were at suite up to the Supreme Court.

Ainagul came to our house many times, talked to my ex-husband, his lawyer, told them that the child was sick, that we had nowhere to live, and we needed medicine and help. To get this house, we had to go through challenges – it was very difficult.

I would like to say that such projects should cover all areas. The services of a lawyer are expensive, and there are so many poor people like me,” Venera says.

Key facts:

With the support of the UNDP and MFA of Finland Project “Widening Access to Justice in the Kyrgyz Republic”, in 2016-2017, lawyers from the non-governmental organization LBD Consulting provided legal assistance and protected interests of vulnerable populations in civil courts in each district of Chui and Osh Oblasts. In addition, lawyers held thematic information meetings to increase access to legal information for residents of remote districts.

As a result of the cooperation: 7,929 people received 8,445 legal consultations;

87 productions in court;

99 productions outside the court;

48 information thematic meetings.

Venera Mambetkadyrova,
a resident of Bishkek, Nizhnyaya Ala-Archa Village.

I would not be able to return my children without the assistance of the Free Legal Aid Center

A resident of Orlovka Town, Chui Oblast, Irina Evdokimova fought for her rights, despite the difficulties and barriers she faced in her life. Now she is optimistic about her future and brings up children.

Here is the story of Irina Evdokimova, which she told during our conversation: “My first husband pierced my lungs two times with a screwdriver. The first time I was operated in a local hospital. The second time, my lungs got an infection and I was put in the republican hospital in the capital of the country. I had to stay in the hospital for a long time, but there was nobody to take care of my children for some time.

I had to register my four children in the state boarding school for the period of my treatment.

I divorced my husband, and he was deprived of paternity. After I was discharged from the hospital, I could not return the children from the boarding school. I needed an experienced lawyer. But I had no money for legal services. I applied to the LBD Consulting Regional Legal Aid Center. The Lawyer of the Center, Venera Kadyrkulova, helped me to solve my problems. The trial process took a very long time, it was necessary to fill out and collect a lot of documents. I wouldn't be able to



fill in and correctly submit all documents to the court myself. But most importantly – we won the court, and I was able to return my children home. Without the help of Venera and the Legal Center, I wouldn't be able to achieve this. I do not know what would have happened to me.”

Irina Evdokimova,
a resident of Orlovka Town

I am very grateful to the projects that establish and support the legal centers



I am Lyubov Klyushina – a pensioner, a group 2 disabled, a resident of Kemin Village. Now I'm 65 years old, and I have four children. I have lived with my husband for 10 years. We lived in an apartment bought by my daughter. He did not invest a single som in this apartment, he moved to me only with a suitcase. The husband began to claim this apartment, sued, began to collect witnesses, said that we had a marriage certificate. We had to sue for a long time.

After a while, I no longer had the money to sue further, and I turned to the mayor's office. There I was introduced to the lawyer of the Legal Aid Center, Venera Kadyrkulova. She started to help me for free.

We have been tried for more than two years with about 12 trials to take place. During this time, four judges changed. As a result, the court ruled in our favor. I am very grateful to Venera, and the projects that establish and support the Free Legal Aid Centers.

Key facts:

According to the Access to Justice for Vulnerable Populations in the Kyrgyz Republic Study, many people cannot apply for legal aid because of the high cost of legal services. The services of a lawyer vary from KGS 1,501 to KGS 10,000 (\$ 21 to \$ 144). The legal representation is more than KGS 25,000 (\$ 362).

According to the results of the basic study, access to legal advice and representation is limited due to the lack of qualified lawyers in rural and remote areas of the country. Also, one of the main obstacles is the distance from home to the center where people can obtain legal services (from 5 to 18 km). Distance, lack of transport, and transportation costs are a significant problem for mothers with young children, persons with disabilities, and elderly citizens.

Ordinary people – like me – need free legal assistance

As practice shows, unsolved legal issues give rise to problems of domestic and economic nature, which further exacerbate the situation of vulnerable populations. According to the baseline study, many legal problems, especially those of vulnerable populations, arise from the lack of knowledge of their rights.

A resident of Burana Village of Chui Oblast, Zamir Sagynbekov, failed to get a certificate of his son's death in due time, as a result of which he had to go through long legal proceedings.



Zamir Sagynbekov: “I had a son and two daughters. The eldest son, Azamat Sagynbekov, died in 2012. The son had a land share. I wanted to sell his land share and use this money for family needs, since pension is not enough for living. As it turned out, I did not take the land certificate in due time. I applied to the Gosregister. There I was given a list of five documents that I had to collect. I started collecting documents, and collected all the documents from the Ail Okmotu. Also, for the sale of the son's land share, a certificate of his death was required. It turned out that this time I did not take the document in due time. I just did not know, and no one told me. I applied to the registry office, but there they told me that this issue could be decided only through the court and gave me a ruling. In the district court it was necessary to fill out a bunch of documents and I was advised to hire a lawyer. I did not have any money for a lawyer. I went to the lawyer of our Ayil Okmotu. She introduced me to Aigul Nazarova, a lawyer at the local Free Legal Aid Center, and said that she provided free legal assistance. Then Aigul began to deal with my case, wrote a statement to the court, and lawsuits began.

For about 6 months I have fiddled with this problem – it was very difficult for me. I'm very grateful to Aigul. She still helps me. If it were not for her, I would not be able to go through this. In rural areas, this service is very necessary. I'm very grateful to Aigul. She consulted me for free, made documents, and explained all the nuances. After we won the court, I turned back to the registrar and I was given the death certificate.

Ordinary people – like me – need such people who provide advice, guide, and help for free.”

Key facts

To assist in solving legal problems and widening the legal capacity of vulnerable populations, the UNDP and MFA of Finland Project “Widening Access to Justice in the Kyrgyz Republic” implements a



unique practice of uniting the efforts of state legal institutions, independent legal advocacy and civil sector legal institutes.

During the first phase of the project, 11 Free Legal Aid Centers were established under the Ministry of Justice in the pilot Chui and Osh Oblasts of the country, 4 Centers for Increasing Legal Capacity of the Population under local self-government bodies as well as cooperation with the Public Foundation LBD Consulting was established, which provided free legal assistance and representation in court.

I was started to be called a pro-bono lawyer

I, Bakbubu Satylganova, live in Chui Village of Chui Oblast. We came to the state notary to settle a matter and found out that the Free Legal Aid Center under the Ministry of Justice was opened here. Since then, I often have to come here for help.

My sister is a disabled second group. She had a house that was given to her by a worsted factory. Local housing service illegally transferred this house to another person. Since it was very difficult for my sister to come here every time and go through long courts and fight for her rights, I had to deal with her matter. I asked for help from Aigul Nazarova, the Lawyer of the Legal Aid Center. This center provides free legal advice, helps to issue documents, and draw up applications. Aigul constantly consulted and guided me. In court, I participated and represented my interests myself. With her help, we were able to return my sister's house. When we won the trial, my sister's joy was boundless as in these latter days she had lost all hope for this house.

After this trial, I learned a lot, began to understand the laws and paper records. Thanks to the Legal Aid Center represented by Aigul Nazarova, I became almost a lawyer, but without a diploma. I began to be called a pro-bono lawyer.

After this case I had to immediately start a new case. My husband's brother divorced his first wife. A year after the death of his brother in





2015, she applied to court. She had an extramarital daughter. To obtain an inheritance, she tried to give her daughter the name of her ex-husband. We had to sue her, since she claimed the home of the parents of her ex-husband. We won the

regional court. But she appealed to the Supreme Court. We won in the ultimate authority too.

Later, neighbors and other acquaintances who needed legal help began to turn to me for help. I give advice immediately on those issues which I understand, if I do not know, I turn to the Center for advice, and then give advice myself. I like this activity.

Key facts

For 2015-2017, with the support of the project, 11 Free Legal Aid Centers under the Ministry of Justice of the Kyrgyz Republic were established, which for this period have provided 9,408 legal consultations for 8,372 people. By their status, these legal centers provide legal advice.

Also, within the framework of the project, a huge amount of work was done to develop, promote and adopt the new Kyrgyz Republic Law On State-Guaranteed Legal Aid. The new Law provides for free legal assistance to citizens in administrative and civil cases. At present, the Center for Coordination of the State-Guaranteed Legal Aid has been established. Gradually, free legal aid should turn into a separate industry with constant state funding and coverage of the entire population of the country.

Legal aid on wheels



For two years, the Bus of Solidarity has been running throughout Osh and Chui Oblasts to provide free legal assistance to the local population. A team of professional lawyers, employees of the Ministry of Justice, and state notaries have advised local residents on all legal issues.

“We make about 15 trips a month visiting two ayil okmotus daily. In each ayil okmotu we advised for about 2-3 hours and tried to serve 10-15 people. For separate persons we prepared documents, and applications to judicial or other bodies already in the office with reference to normative acts. For a month we have prepared written answers for about 8-10 citizens and send them by mail or by post,” Sovetbek Zakirov, the Lawyer of the Bus of Solidarity Project, says.

Musa kyzy Jyrgal, a resident of Kant, could not register her house for many years. By word of mouth she learned about the Bus of Solidarity services. “They helped me to appeal to the court and solve the problems. I am very grateful to them. A lot of people among my acquaintances do not know their rights and where to appeal. Money is needed everywhere. Common people really need such help,” Jyrgal says.

“Another example is that in one ayil okmotu a group of people came to us for consultations – they wanted to solve their legal problems with the boarding house. They included widows, persons with disabilities, and pensioners. Now we are preparing an appeal to the ayil okmotu so that it could help these residents to register and receive documents. Otherwise, we will have to apply to higher authorities,” Gulzat Tologonova said. “Local self-government is obliged to solve such problems of citizens as receiving benefits, passing disability commissions, and applying to the State Registration Service for obtaining documents.”

Along with ordinary citizens, the lawyers of the Bus of Solidarity have to advise and raise the legal literacy of local government employees. According to the Deputy of the local Kenesh of Saz Ayil Okmotu, Asylbek Dosmambetov, there is no lawyer in the ayil okmotu, and legal issues arise almost every day. “We get legal advice and

information about the statutory provisions from the Bus of Solidarity lawyers in order to further clarify the rights of local residents.”

“An analysis of the problems that are addressed to the lawyers of the Bus of Solidarity shows that irresponsibility is the main reason for their occurrence,” Gulzat Tologonova says, “Irresponsibility in all senses, because ignorance of the law is no excuse. The responsibility means not only the actions, activities and intentions of a person, but, in general, of the institution, the state, and society.”

The Bus of Solidarity Project is implemented within the Concept for Improving the Legal Culture of the Population adopted by the Government of the Kyrgyz Republic. This concept is a very voluminous strategic document with virtually all government bodies involved in its implementation. The main section is the legal education of citizens starting from the school bench. The Bus of Solidarity Project, which provided a real support in the adoption and implementation of this concept, continues its activities to this day.

Key facts

For 2016-2017, the Bus of Solidarity made four rounds throughout the pilot oblasts and provided 7,042 legal consultations for 6,604 people. In total, the territory with more than 2 million people was covered. With view of warning the population in advance about the arrival of lawyers, a schedule of trips is drawn up in close cooperation with ayil okmotus.

Meri Bekeshova

One problem gives rise to another problem



Tazhinisa Ergeshova, a mother of three children, lives in Aravan District of Osh Oblast. When she got married, she had neither the birth certificate nor the passport, and, of course, she could not register the marriage with her husband in a state registration body.

According to Tazhinisa, her mother divorced her father when she was 2-3 years old. As a result of the divorce, her father in anger took away the certificate of her birth.

The years passed, and in 2008, the client delivered her first baby, and due to the fact that she had no any documents at the time of her baby birth, her data were entered into the birth register according to her

mother-in-law. As the mother-in-law was up in years, she pointed out her son's surname, with the expectation that they would register a marriage in future, and the client would take her husband's surname. Moreover, she indicated the name using the pet name that the client was called at home.

In 2010, at the birth of the second son, the story with the incorrect registration of the client's data was repeated, since at that time she still had no documents.

Having given birth to three sons, the last – in 2012, the client decided to meet with her father and get a birth certificate from him in order to subsequently obtain a domestic passport that she managed to do.

Her problems were not solved in this situation because the data specified in the medical certificates issued by the Aravan Regional Hospital on the birth of three sons did not coincide with her surname, name and patronymic on her passport. In this connection, the civil registry office orally refused her state registration of birth of both older children and the younger boy.

Following the advice of the civil registry office's employees, the client has turned to the local lawyer, who has made incorrect claims before the court, lost the case, and the court, having considered the claim, did not satisfy it and even collected the state fee.

The client, having lost all hope of solving her problems, applied to the local Department of Labor and Social Development, where she was sent to the Lawyer of LBD Consulting, Aisuloo Kenjekulova, to get legal assistance in the framework of this project.

In turn, the lawyer, having officially received from the maternity ward of the district hospital the copies of the birth register pages as of the above years certified by official stamp and the official letter of waiver of the state registration of the birth of the client's children from the Civil Status Registration Office, and also having collected all required evidentiary documents appealed to the court to establish maternity over these children.

As a result, the court satisfied the application and passed a decision.

After the court decision has entered into legal force, Tazhinisa Ergeshova received certificates of birth of all three children.

Many problems arise in the life of ordinary citizens, and especially of villagers, as a result of:

- 1) the lack of correct and reliable legal or other information;
- 2) negligent and irresponsible attitude of the state and municipal employees to their work;
- 3) their bureaucratic attitude to documents, and, in general, to the destinies of people who appeal to them with hope, and sometimes with the sole aim to solve the problem.

Aisuloo Kenjekulova,
The lawyer of of LBD Consulting – Aravan Office

Disabled persons have the right to work on an equal basis with everyone



“I am a teacher of the Kyrgyz Language in secondary school No. 1 in Ivanovka Village of Issyk-Ata District. In the course of my labor activity, I regularly encounter the infringement of my labor rights due to a disability. I was repeatedly pressured with an attempt to force me to write a letter of resignation because I am a person with disabilities. My working hours were reduced precisely because of my disability, although I coped with my duties without any troubles. In pursuit of protection of my rights, I repeatedly turned to the school director, the education department, but the attempts were unsuccessful.

When I got to know about the enrollment for the legal training conducted for PWDS (PWDS), I immediately asked to enroll me in this group.

Most of all I was interested in the topic of labor relations as I had a very poor idea of my labor rights. During the training I got answers to all my questions and learned that our legislation had anti-discrimination provisions. I learned that people with disabilities have the right to work on an equal basis with everyone, regardless of the disability group. Also, now I know where and in what form I need to apply for the restoration of my rights.

Now, knowing the basics of our legislation, I was able to defend my position and reached out a full-time job. However, the school authorities continued to infringe on my rights and doubled the number of students in my classes. If in other classes the pupils were divided into 2 groups and taught separately during the state language lessons, in my classes there was no such division, and the training took place in full classes. Thus, the load was doubled at the same rate of wages.

I had three classes of thirty pupils at the beginning of the school year. I repeatedly applied to the director and the head of the district education department, and in my statements I pointed out violations of the law by the school authorities; as a result, I defended my rights. Now, from the second quarter, 14-15 pupils study in my classes, and work has become easier and more effective.

Now I can say that the knowledge gained during the training will further promote the independent restoration and protection of the violated rights of persons with disabilities.”

Bubura Karaeva, a resident of Issyk-Ata district,
The participant of the Summer School of Law for PWDS

This knowledge will be useful to me and my rural apprentices



“The social village mainly faced the problems of granting allowances and social benefits to PWDS. Since I am myself a person with a disability, I can say that the PWDS rights are violated very often. For example, as easy as ABC, in many buildings, access to the infrastructure is not taken into account and is not created for PWDS. Having passed the training, we already know where, on what issues, and in which authorities we need to apply with the requirement to respect and protect our rights. Thanks to the training, I already know our legislation. The knowledge gained at the training will be useful to me both for the protection of the rights of my rural apprentices and in all my future activities.”

Gulbarchyn Takyrbasheva,
the director of the NGO Social Village Manas, the participant
of the Summer School of Law for PWDS.

School of Law for Persons with Disabilities

With a view of empowerment of the persons with disabilities, the Public Foundation Legal Assistance for PWDS organized the School of Law for Persons with Disabilities within a project. At the end of the training, 10 persons with disabilities were selected for special, more in-depth training. The in-depth trainings were held in Bishkek on the basics of constitutional legislation, criminal and civil legislation as well as the procedures and mechanisms of citizens' application.

We admitted a daughter-in-law without documents



"Recently we have admitted a girl as a daughter-in-law, who did not have a single document. It turned out she had been born at home. Since there was no certificate from the hospital, a birth certificate was not issued. Nobody wanted to mess with the problems with its receipt, besides, it is additional financial expenses. Through acquaintances, she managed to study at school and get a certificate of secondary education. For us it became a problem to get a marriage certificate. I began to seriously worry, if my grandson is born, how do we get a birth certificate?" Gulnara Darbisheva, a resident of Kosh-Dyobo Village of the Kulatov Ayil Aymak, says. "Due to the lack of knowledge of the procedure for obtaining the document, I had to go several times to the district center and stay in the center queues. One day, I learned that lawyers and the registrar's employees were in the ayil okmotu, and I immediately went there and received a piece of advice. In one of the rooms I received a list of required documents and began to collect them. The main thing is that I learned the sequence and mechanism of document collection, I was also assisted in writing applications. In a short time, I managed to get a birth certificate for my 22-year-old daughter-in-law. As soon as we received it, we immediately submitted the documents for obtaining a passport. No trouble: we did not go to the district, did not run from one room to another, from one body to another, had no any financial expenses, and saved time. We are very grateful to those who organized such a procedure. As a result, the daughter-in-law

received her passport (ID card) and the marriage certificate. Recently, a grandson was born, and we received a certificate of his birth, “Gulnara eje said happily.

Key facts

According to the baseline study, the citizens' rights are often infringed due to the lack of title documents. In order to document the population in conjunction with the State Registration Service under the Government, the UNDP Project has established the field mobile teams composed of the employees of the SRS, passport offices, civil registry offices, and lawyers.

For 2015-2017, the mobile groups of the population's SRS rendered 2,540 legal consultations for 2,507 citizens, of which 1,965 people were documented.

Turat Azimbakiev, Sharabidin Tairov,
The UNDP and MFA of Finland “Widening Access to Justice
in the Kyrgyz Republic” project experts

Nurilya's Story **Disability is not the basis for refusing to provide land**



The Onolbaev's family lives in Burana Village of the same name ayil aymak in Chui Oblast: the family head, Kazybek, his mother, Aishakan apa, his elder sister, Kazybek's wife and four children.

Nurilya is 53 years old and she has lived in this family since birth. She has never had her own family, her children and her house, and she was given a group 2 disability. Her nearest and dearest ones have taken care of her since her birth.

Now she lives in a small house, in a family of 8 people – as the saying runs, squeezed but pleased. But Nurilya has always had a dream – to have at least a tiny but her own house in her native village, next to her



relatives. The Kazybek's family is far from wealthy, but the whole village knows them as a very industrious and respectable family. The head of the family works as a driver at the local railway station and is struggling to provide the family with everything necessary. After all, with 4 children, it is hard to be wealthy having only allowances. The remaining adults help to manage the

household, raise livestock, and cultivate their share plot.

Nuralya's relatives decided to help her in achieving her dream. In addition, other relatives offered their help as much as possible. So, it remained to allocate a plot for Nurilya. In January this year, Kazybek, on behalf of Nurilya, appealed with this issue to his Aiyl Okmotu (AO). The then AO Head, Mirlan Ibraimov, put this issue on the agenda of the Aiyl Kenesh (AK) session, since decisions on allocating land plots for individual construction are taken by the AK deputies. The hot dispute at the session for land plots allocation has divided the deputies into FORs and AGAINSTs. The opponents argued that Nurilya's disability and the financial situation of her relatives would be an insurmountable obstacle to the construction of the house. As a result, the AK land commission made a decision to refuse to allocate a land plot for an individual residential building for Nurilya Onolbaeva on the grounds that because of the disability she won't be able to build a house, and she may not write a statement on her own and without anybody's help and be responsible for anything.

As in many villages of our country, it is very likely that similar impulses of people with disabilities would probably be suppressed ... But not this time.

Later, Kazybek recalled that he had seen a leaflet in the village. The leaflet stated that within the framework of the UNDP Pilot Project for "Widening Access to Justice in the KR", a center 1 to provide legal advice and assistance to the aimak's population was set up in its building. He even remembered how one of the villagers enthusiastically told how he had solved his long-standing problem with the birth certificate of the granddaughter.

On April 1 of the current year, Kazybek and Nurilya met with Azamat, the local Lawyer of the Center, and told their story. Then the

situation developed very quickly. Azamat consulted with experienced lawyers of the Free Legal Aid Center recently opened in Tokmok and the LARC lawyers. When studying the issue, it was documented that the existence of a disability is not a ground for refusing to allocate a land plot to a citizen. Armed with necessary documents and laws, Azamat helped to formalize Nurilya's repeated, but competent application to the AK and AO. Azamat is also a deputy of the Burana AK, and at a regular session of the AK, using his right as a deputy, he put the issue of allocating a land plot to Nuralya Onalbaeva on the agenda and acted as a lawyer for her interests. The AO head also actively supported the initiative to allocate the plot, moreover, urged the deputies not to impede PWDS, but, on the contrary, to render all possible assistance, especially in such initiatives.

As a result, at the AK session it was decided to allocate a land plot for individual housing construction for Nurilya Onolbaeva in the amount of 15 hundred square meters in Burana Village.

Justice and fairness has served for Nurilya and her family in Burana Village!

Turat Azimbakiev, the Expert of the UNDP and MFA of Finland
“Widening Access to Justice in the Kyrgyz Republic” project

We render legal assistance by WhatsApp



Contemporary life with its continuously developing technologies makes people keep up to the times. The Internet, which is one of the achievements of modern era, has become an integral part of our lives. Without it, it is impossible to imagine our life. Everywhere – in the street, in educational institutions, and even in a café – you can meet not only young people, but also the elderly who are doing something in

their phones. Every year, the number of Internet users increases in Kyrgyzstan. Relying on the statistics, the number of Internet users has already exceeded 4 million people, among them 1 million use social networks. One of the most popular applications in Kyrgyzstan is the WhatsApp messenger, which is used by both old and young.

Since our Alay District Free Legal Aid Center is located in the district center, and people mainly from remote villages come to us, to facilitate their access to our services we have installed the WhatsApp application on our office computer. It was assigned a phone number of one of the mobile operators; we announced this phone number at all meetings of departments as well as we posted an announcement about the free legal assistance, including that by WhatsApp, on display stands of all rural administrations. Since that time, people have often contacted us by WhatsApp to get an advice on their problems.

Since today almost every second person uses the Internet, the messenger has become a good tool for solving pressing issues of the population. It should be noted that most of the residents of our district use WhatsApp exactly, and therefore this application provides substantial assistance in resolving legal issues of vulnerable populations. Some rural administrations are located at a distance of 100-120 km from the district center, and due to financial and other difficulties many residents of these rural administrations find it difficult to contact us directly for legal assistance. WhatsApp allows to get all the necessary advice in the comfort of one's home. This is especially valuable for people with disabilities, the elderly and those who are busy at work. Today, we have about 2-3 people a day applying to us by WhatsApp. We believe that, despite this achievement is rather small, it is important in solving legal issues of the population.

Nurmamat uulu Mukhamed, the Volunteer Lawyer of the Alay District Free Legal Aid Center

We must help everyone in learning and enjoying their rights



There are many cases when people come to us and say: “I did not know my rights, it turned out that I was not a citizen of Kyrgyzstan.” The reason is that they live in very remote areas of the country. For example, there are areas located 7-8 kilometers away from the district center of the country. These are the areas where one needs to drive all day.

There are citizens who, living in the district center, fail to set their documents in

order, not because they have low self-awareness, but simply because of ignorance. People start acting only when there is a need for it.

I think we should help everyone in learning and enjoying their rights.

For example, we have citizens who may retire upon availability of a land share. We are treated with a question: “and how my children, daughters can retire?”. In this case, we advise them: “You have retired, so now you may documentarily donate your land share to your daughter. Since your daughter does not work anywhere, she may retire only with the help of a land share carrying out agricultural activities”.

We also tell them alternative options: you can pay taxes to the Social Fund every month in the name of your son and daughter. But if there is no money for it, you can give half of your land share to your children so that in the future they will receive a pension.

Samara Baltabaeva, Kara-Kulja District Free Legal Aid Center under the Ministry of Justice

Property issue must be resolved only within the bounds of law !!!

As is known, the winter climate of Alay is famous for its severity. On one of those days with a keen frosty weather, a woman, named Salamat, aged 25-30 came to me.

Salamat, a resident of the remote village of Taldy-Suu, is the mother of four children, her husband Almaz is her fellow-villager. Since his birth, Almaz was brought up by his maternal grandmother. He called his grandmother, Jumagul, his mom, and sincerely considered her



children his blood brothers. Years passed, Almaz started a family, and then the son of Jumagul, Chalmyrza, came and said before all his relatives: “Almaz, you are the youngest brother, now you want to build a house. I already have my own house, so you can build a house in your village on my plot.”

Almaz was very happy about it and, having received the bata blessing of the residents, he and his wife Salamat, with their young children, have built a house on Chalmyrza's land plot over 5 years. After the death of Jumagul ene, Chalmyrza came to Almaz and declared: “This is my land, come out of the house.” It turns out that the hypocritical

Chalmyrza registered the house on his own plot long ago, but he did not tell anyone about it. And even filed a lawsuit in court to release the house.

Despite assurances from relatives and countrymen about the fact of who actually had built the house, the court ruled to release the house. So, in a cold winter, Almaz, together with his wife and children, was dishoused.

As Salamat works as a teacher, she quickly prepared the documents that I told her. Then we wrote an application to the court to recover the costs for building the house. According to the court's decision, Chalmyrza shall pay all expenses. Chalmyrza tried to appeal the decision in all judicial instances, but, in the end, the first decision remained in force.

These days, it is very important to resolve issues in the legal tideway even with the native people. Because sometimes it is difficult to recognize what a person has in mind. Let's legitimize our property in due time.

Ainura Ibraimjanova

Lawyer of the Alay District Free Legal Aid Center
under the Ministry of Justice

No One Can Break a Person who Knows how to Protect his/her Rights

A 80-year-old aksakal, who could hardly stand on his feet, addressed the free legal aid center. I helped him to get to the office and asked what help he needed. After an unusual long walk for him, he could not catch his breath for a long time and only then told the following:

“My name is Aman, my only son died and I took care of his child. The grandson and his wife demanded that I transferred ownership of my house to them, and I donated it. Moreover, they receive my pension. The grandson liked hitting the bottle from the very beginning, and the daughter-in-law's character is bad, in general, they do not like me. Despite this, I, keeping back my resentment, gave no sign, but in my heart I hoped they would come to their senses. Not likely! In the last few days, I'm just starving, and yesterday I was also beaten. Here I go with a wound on my head.”

Different people with serious problems address us. But, I got into the spirit of compassion for this aksakal – first, I showed him to doctors, then wrote a statement to the police. We also applied for the issue of pension.

Two weeks later the aksakal Aman again visited us. His application to terminate the quitclaim deed for real estate was satisfied by the court. Now he receives his pension himself. He also said that grandson

mended his manners, and the aksakal forgave him. The aksakal always thanks me and gives me his bata blessing.

This story of the human plight will make anyone think – I don't understand why to treat so cruelly the old parents and to humiliate the closest native person. Before it's too late, let's think about it, and take care of the old parents. Do our young people have no feelings of compassion, caring and tenderness? After all, tomorrow we will grow old.

Of course, every parent wants children to grow up caring and sensitive. But, in spite of any circumstances, every person should know their rights and how to use them. No one can break a person who knows how to protect his/her rights.

Ainura Ibraimjanova

Lawyer of the Alay District Free Legal Aid Center
under the Ministry of Justice

Million Problems due to Simple Carelessness

Raushan applied to the Free Legal Aid Center to receive assistance in obtaining the certificates of birth of four grandchildren and register custody of them.

In February 2016, her daughter-in-law Venera, the mother of four children, left home and did not return. Venera was in a civil marriage with her son. She could not formalize marriage with her husband since she did not have a passport, no birth certificate, and for more than 14 years could not obtain the birth certificates for her four children.

In March 2017, her only son, the father of four children, died suddenly.

The Legal Aid Center assisted in drafting an application for the recognition of the mother of four children as missing. On July 27, 2017, the Tokmok City Court satisfied the application and found her missing.

Then Raushan, the grandmother of four children, with the help of the legal center filed a petition with the guardianship authorities at her place of residence with the request to assist in obtaining the birth certificates of children. Raushan received certificates of birth for grandchildren indicating the name of the children's mother, as there was no legal marriage between the spouses. We also provided legal assistance in handling the application to the court to acknowledge the



fact of paternity. After the judicial act entry into force and receipt of the birth certificates of children with the indication of both parents already, we again appealed to the court to establish the custody of the grandmother over the four minor grandchildren.

But would there have been so many problems if Venera set her documents in order on time!?

Aigul Nazarova, Lawyer of the Free Legal Aid Center under the Ministry of Justice, Tokmok

Who will think about the future of two children?



Recently, aksakal Nurmamat Kokkozov, a resident of Tokbai-Talaa Village, has turned to the Karakulja District Free Legal Aid Center and told us his story:

“I had one daughter and four sons. I lost my only daughter in 2009. The daughter was the eldest of the children. In 2002, she married a guy from Kapchigai Village and delivered two sons. They lived well, together with her

husband they built a house, and they also bought a plot. Then to improve their well-being they left for the capital. There they worked and purchased a house. Later, it turned out that they often quarreled and were of mixed opinions. In 2009, the son-in-law during the last quarrel stuck a knife into my daughter, and she died of the injuries without regaining consciousness. Her elder soon was 6 years old at that time, while the younger – 2 years old. My wife and I became legal custodians of our grandchildren. Because of this tragedy with our daughter, my wife became a disabled 2 group. And my health became poor. As soon as he got out of prison, the son-in-law, without planning for the future of his children, sold the house in the village and the housing in the capital registered in his name. We applied in every possible authority. After all, how he dared not to think about the fate of his sons and not to keep home for them. I, fighting for the fate of these children, got the runaround. If there is a law, it would be great if it safeguards the children's future well-being.

Erkinbek Jakeyev, the Lawyer of the Karakulja District Free Legal Aid Center, having received an application from the aksakal, has already started to render all possible assistance to solve this problem. Currently, through the state notary's office, assistance has been rendered for the legal registration of children in one of the father's homes in the village and the land share recorded for the deceased mother of children. "I, together with baibiche, did not know how to solve this issue lawfully and entrusted this case to this lawyer. Having received the land share of my grandchildren, I'm not going to sell it. I just want them not to suffer in the future and live with a roof over their heads. I and my baibiche are old and sick, and I do not want my grandchildren to experience difficulties in life. I wish that they have become educated, have grown up as true builders of the future of Kyrgyzstan," says aksakal Nurmamat.

Since the date of its opening, the Karakulja District Free Legal Aid Center has helped to solve many legal problems of residents and continued to provide legal advice to those in need.

Samara Baltabaeva,
the Karakulja District Free Legal Aid Center

