

EU and UNDP open new modular administrative service centres in Kharkiv and Dnipropetrovsk oblasts

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The European Union and the United Nations Development Programme (UNDP) in Ukraine, in partnership with the Ministry of Digital Transformation of Ukraine, have built and equipped two modern administrative service centres (ASCs) — in Novopokrovka, Kharkiv Oblast, and Zhovti Vody, Dnipropetrovsk Oblast. Both centres were opened last week.

The modular ASC in Novopokrovka provides 168 administrative services, offering a wide range of support for 15,320 residents and 11,550 internally displaced persons (IDPs). Services include subsidy processing, business and property registration, birth certificates, residential registration and pensions. Additionally, around 80 services will be accessible through remote workplaces.

In Zhovti Vody, a community with a population of 42,475 residents and 6,500 IDPs, 345 public services will be available, including driver's licences and

registering vehicles and a comprehensive 'I'm a Veteran' service, covering 100 different types of assistance for veterans and their families.

In both centres, residents can apply for ID cards and passports.

Both centres meet inclusion standards and are fully accessible for people with limited mobility as they were designed to ensure the comfort of all visitors.

The new administrative service centres were set up as part of the flagship 'EU4Recovery – Empowering Communities in Ukraine' partnership between UNDP and the EU.