

INFORMATION

From the meeting with representatives of the Ministry of Labour and Social Politic and Fund on Pension and Disability Insurance held on 29.09.2005 regarding on work of Commissions on Assessment of Work Ability

In the complaints submitted to the Ombudsman citizens often express discontent of work of the Commissions on Assessment of Work Ability because of subjective behaviour, unjustifiable delay of proceedings or corruption. For overcoming of problems and more efficient realization of citizens rights on 29.09.2005 a meeting was held with representatives of the Ministry on Labour and Social Politic, Fund on Pension and Disability Insurance and Commissions on Assessment of Work Ability. Presidents of all commissions that act in the proceeding of assessment of work ability were invited to participate on the meeting but only the manager of commissions came. It was sign that Ombudsman's invitation wasn't respected. Because of that it is necessary to be held another meeting with all commissions on which the Ombudsman will inform about citizen's complaints and members of commissions will stress problems with which they are faced.

On the meeting held on 29.09.2006 was pointed need for:

- Organizing another meeting with all commissions, organs and institutions involved in assessment proceeding of work ability important for realization of rights in the field of social, pension and disability insurance;
- Forming special commission for realization of reimbursement for help and care by other person;
- Taking measures for acceleration of proceeding before second instance Governmental Commission and in that regard change of the Rule Book for work of the Government where should be foresee deputy of the president of second instance commission;
- Improving of relations toward citizens so they won't be maltreated by asking of them to submit documents and request without reason;
- Informing of citizens about their rights on transparent way in every institution in charge by putting on visible place different information regarding their rights and conditions for it's realization; by distribution of materials or in some other way with aim to educate them on legal rights in the field of social protection and pension and disability insurance;
- Nominating adequate medical personnel in the second degree governmental commission that decides on citizen's appeals;
- Taking of all possible measures by all institutions for achieving objectivity in assessment process and elimination of corruption in the commissions.