Annual Report
2017

Shymkent, 2017
The Legal Center for Women’s Initiatives “Sana Sezim” was officially registered as a non-governmental and non-profit organization in May 2001 and is registered at the Institution of Public Associations in January 2004

Mission of NGO “Sana Sezim”
Building civil society and democracy through the promotion of women and children in society, the formation of non-violent relationships in society, and the development of the movement to protect the rights of women and children.

Our guiding principles
transparency, openness,
clarity of thoughts,
actions and ideas based on wisdom,
spirituality and harmony.

The Legal Center for Women’s Initiatives “Sana Sezim”
Is open to collaboration and partnership!
# The Legal Center for Women’s Initiatives “Sana Sezim”

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Opening Remarks

The NGO “Legal Center for Women's Initiatives “Sana Sezim” (hereinafter referred to as the NGO “Sana Sezim”) is pleased to present the report on the organization’s activities for 2017. In our report, you can find out about the organization’s activities, partners and achievements.

The past year has brought us a lot of interesting, bright and memorable events and changes. We went through a lot, coped with the tasks set, experienced ups and difficulties, but most importantly we have chosen the right direction and invariably follow it.

We can not only be satisfied with the results of our past path, but also look into the future with high optimism. With fresh strength and ideas, we are ready to work hard and fulfill all the tasks set for us in 2018.

One of the important conditions for building civil society in Kazakhstan is the development of non-governmental organizations (NGOs). It is NGOs that serve as intermediaries between the state and citizens, take on many roles of social change and work in society and significantly contribute to solving various social issues, such as: ecology, strengthening the role of women in society, consumers’ rights, youth, single mothers and mothers with many children, orphans, persons with disabilities, victims of illegal repression, etc. The society’s awareness of the high role of this social institution is in process. It is now particularly important to strengthening the quality of organizational and practical support of non-governmental organizations to the state.

Only those work in our organization, who really are interested in the success of the common cause, who are not indifferent to the problem of others and who aspire to personal professional growth. The main assessment of our common work is the loyalty of partners and clients to our organization.

We have an understanding of the need to continue to consistently improve the quality of our services, to progressively develop and to expand our capabilities. For us, the respect of the employees, our partners and clients, wherever our activities are carried out, is the most important factor for lasting success. We believe that only the integrated implementation of our mission and strategies, the well-being of both the organization as a whole and our employees, as well as our clients, ensure us a sustainable and dynamic development. We pay great attention to organizational development, human resources, introduction of new approaches and methods for working with target groups. In short, we “keep up with the times”. And this task we set ourselves for the future: to develop without slowing down and to move forward with new energy.

I want to thank all our partners and clients: We very much appreciate the trust and support that we receive and wish unconditional confidence in success, good health, well-being of the family, new victories and achievements. I also want to thank all our competitors who do not let us relax, encourage us to become stronger and to continuously improve.

Thank you for your interest in our organization. Our doors are always open to motivated people, interesting ideas and innovative projects.

Yours faithfully,
the president of the NGO “Sana Sezim”
Khadicha Abysheva
Achievements of the NGO “Sana Sezim” in the Year 2017

- rewarded with the Gratitude Letter from the Ministry of Labor and Social Protection of the Republic of Kazakhstan for active citizenship and participation in the republican exhibition “Best Social Projects implemented in Kazakhstan”.

- rewarded with the Gratitude Letter from the chairman of the party “Nur Otan” of N. Nazarbayev for active participation in the election campaign of the party “Nur Otan” in the election of deputies of the Mazhilis and Maslikhats of the Parliament of the Republic of Kazakhstan.

- rewarded with the Gratitude Letter from the Akim of the city of Shymkent for active participation in the development of civil society and active participation in the state policy of the city of Shymkent.

Currently, the NGO “Sana Sezim” has a library with more than 3000 copies of printed materials for various innovative courses and programs. Employees of the NGO “Sana Sezim” constantly undergo various training courses to upgrade their qualifications not only in Kazakhstan, but also abroad. In particular, they have been trained in countries such as England, Belgium, Bulgaria, Germany, Netherlands, Greece, Georgia, Israel, Italy, Spain, Ireland, Jordan, Kyrgyzstan, Lithuania, Luxembourg, Poland, Russia, Romania, USA, Turkey, Tajikistan, Uzbekistan, Ukraine, Finland, France, Croatia and Switzerland.

Membership of the NGO “Sana Sezim” in various Associations and Coalitions

1. Member of the international coalition KARAT.
2. Member of ECPAT International, a worldwide web to combat commercial exploitation of children.
4. Member of the expert group for the Commission on Human Rights under the president of the Republic of Kazakhstan.
5. Member of the Union of Crisis Centers in Kazakhstan.
6. Co-founder and member of the Civil Alliance in the South Kazakhstan Oblast.
7. Member of the Coalition on the Protection of Children’s Rights in Kazakhstan.
8. Member of the international “ASTRA Network”.
9. Member of the Central-Asian Network to solve problems of labor migration
10. Member of the Public Council on monitoring the actions of police officers at the Department of Internal Affairs of the South Kazakhstan Oblast.
11. Member of the Commission on Women, Family and Demographic Policy of the South Kazakhstan Oblast.
12. Member of the Association of NGOs against Trafficking in Persons in Central-Asia.
Projects Realized by the NGO “Sana Sezim” in the Year 2017:

“Dignity and Rights”
April 2016 – September 2017

“Migrants’ Rights are Human Rights”
October 2016 – September 2018

“Monitoring of Human Rights in Kazakhstan”
December 2016 – June 2017

“Advocacy Campaign for the observance of the right to receive guaranteed juridical aid for migrant-workers” under financial support of the USAID and IOM in Kazakhstan
December 2016 – June 2017

“Legal assistance to stateless people in South Kazakhstan, Kyzylorda and Zhambyl Oblasts of Kazakhstan”
January 2017 – December 2017

“The organization of events on victims of domestic violence and human trafficking,” commissioned by the PA “Department of internal policy and religious affairs of South Kazakhstan Oblast”
March 2016 – December 2017

“Assistance of Special Social Services to Victims of Trafficking in Persons”
July 2016 – December 2017
Access of Women to Justice

Objectives:

- Raise the level of legal knowledge of women, children and persons with disabilities concerning their rights, as well as mechanisms to protect these rights through conducting an educational and information campaign, using a partner network in different areas of Kazakhstan.
- Change the practice of applied legislation in the field of access to justice of representatives of law enforcement and judicial-executive bodies, through awareness-raising and educational activities.
- Improve the quality of legal and advocacy assistance for women, children and people with disabilities, and to strengthen the principles of equality.

Within the direction of Women’s Access to Justice, the NGO “Sana Sezim” helps to reduce the level of violent relationships in society, protect the rights of women, children and persons with disabilities and ensure their access to justice.

Women's access to justice is difficult in a variety of situations, such as domestic violence, sexual violence and situations in the field of labor relations, which include the right to social security, health protection and safe working conditions, etc.

In practice, it was necessary to face the fact that women often withdraw their complaints because of economic insecurity (lack of their own housing, work). Cases of domestic violence or marital rape are most often not brought to court.

![Graph of legal proceedings results, 01.01.2017 - 31.12.2017]

Very often, women are not aware of their rights and have no legal knowledge although a large number of different programs are being implemented to disseminate information and raise women's awareness of their rights.

Of great importance is the mentality of our southern region. In particular, girls are brought up to obey their fathers and brothers, who have the right to make decisions for them. After marriage, women are expected to devote her life to children and homes, which is especially the case in families living in rural areas.

Fearing to be condemned by the family, society and law enforcement officers, if they openly speak about harsh treatment in the family, women refrain from seeking justice. The decision of women to exercise their right to access to justice is also affected by the lack of their own funds to gain legal assistance and secure themselves and their children after a divorce. Another factor is that although in Kazakhstan a lot of work is done to eliminate corruption, this issue still often reduces trust, so that citizens avoid going to law enforcement agencies and to court.
The practice of the organization shows that in cases of sexual violence, women are very often afraid and do not submit complaints, especially when they are familiar with the offender and also when the incident did not cause serious harm to their health. More often, they seek psychological support since the offenders often try to convince the victims to accept compensations or not to complain at all. To this end, they use various methods of pressure or intimidation.

Domestic violence is an administrative violation in Kazakhstan. The legal act “On prevention of domestic violence” does not criminalize domestic violence. There are a number of measures that are applied to domestic violence: preventive conversations, protective orders, administrative detention and the establishment of special requirements for the conduct of the offender. But more often offenders are not aware of their guilt and preventive conversations conducted by law enforcement officers are ineffective. Women who have suffered from violence often fear reprisals from their husbands because they are not sure that law enforcement agencies will be able to protect them. If a woman decides to file for divorce, she can expect long fights in courts for property and custody of children, as well as lack of support and condemnation of relatives. Many women do not even have the right to property and custody of children after leaving their husbands, as they have entered into a civil marriage without formal documents. It is these women who need professional support, both legal and psychological, which they can receive in our organization.

In our organization, women and children are provided with information on access to justice, current national legislation, as well as practical assistance of lawyers in solving various problems. Such assistance includes a whole range of services, starting with the provision of legal advice and ending with the preparation of appeals and complaints to various instances, as well as representing the interests of women and children in court.

Lawyers stick up ads in villages and remote areas with contact details of the centers, where free legal advice is provided, and distribute the booklets “Access to Justice”. The booklet “Access to Justice” contains information on the basic rights of citizens in access to justice, what to do if fundamental rights or interests have been violated, where to seek help and the rights enshrined in international and national legislation.

During the reported period, 32 informative articles were published, as well as 19 interviews on radio and television, which allowed informing a large number of people about the activities of the organization, as well as the rights of vulnerable groups in access to justice.

It is important to mention, that due to the released information materials in newspapers the number of calls to the “hotline” of our organization in Shymkent increased. Distributing booklets among the population has a multiplier effect, since not only direct recipients of booklets address our organization, but also their acquaintances and relatives.

During the period from January to December 2017, 1,736 people asked lawyers for advice on the rights of women and children.

The analysis of appeals shows that the majority of those who apply for help are women, whose access to justice is particularly difficult, and who are the age of 21 to 49.

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Percentage</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-29 years</td>
<td>37%</td>
<td>390</td>
</tr>
<tr>
<td>30-39 years</td>
<td>47%</td>
<td>162</td>
</tr>
<tr>
<td>40-49 years</td>
<td>5%</td>
<td>370</td>
</tr>
<tr>
<td>50-59 years</td>
<td>0%</td>
<td>0</td>
</tr>
<tr>
<td>60 years and older</td>
<td>5%</td>
<td>83</td>
</tr>
</tbody>
</table>

Report of Activities 2017
The organization's lawyers provide recommendations on the order and procedure for submitting applications, and also draw up written appeals to state and law enforcement agencies in order to take the necessary measures.

Most of those who addressed our organization, do not know where to go for help due to legal nihilism, so they were provided with information on the functions of state and law enforcement agencies and contact details of specialists responsible for solving problematic issues in these organizations.

During the period from January to December 2017, 1658 people addressed violence against women and children, which include complaints about: psychological violence - 740, cases of physical violence - 423, economic violence – 252, sexual violence – 25. Some of the complaints of women include multiple types of violence at the same time.

The greatest number of complaints about issues of domestic violence came from women - 1585, but also 73 complaints were received from men representing women and children.

Main Issues women addressed to the NGO “Sana Sezim”: 
- Questions on registration
- Reception of an ID-card and passport
- Birth-Certificate for children
- Certificate of marriage
- Restoration of documents
- Establishment of citizenship
- Divorce
- Alimony
- Filiation
- Determination of the residence of children
- Deprivation/restriction of parental rights
- Property division
- Property rights
- Inheritance
- Benefits
- Pension matters
- Labor relations
- Compensation/damage to health and moral harm
- Material damage
- Complaints about actions or inaction of state and law enforcement bodies
- Access to state institutions, courts and law enforcement agencies
- Economic issues
- Rape
- Trafficking in persons, migration
- Land issues
- Administrative offences
- Crime
- Domestic violence
- others

Activities in these fields were carried out in accordance with the signed plans for joint activities with the staff of the Department for the Protection of Women from Violence of the Department of Internal Affairs of the South Kazakhstan Oblast (SKO), the Commission for
Women's Affairs and Family and Demographic Policy under the Akim of the SKO, and the Prosecutor's Office of the SKO

During the period of this report, 8 round tables, 25 informative actions, the international campaign "16 Days without Violence against Women" and 12 seminars for law enforcement officials on potential victims and victims of violence were conducted.

The booklets “Stop Domestic Violence” were distributed, 13 informative articles were published in local and national newspapers and there were 12 appearances on television.

The employees of the NGO “Sana Sezim” view violence against women and children as a complex problem. All kinds of violence against women, from emotional and verbal to physical and sexual, are a social problem. It is necessary to face them together. Our Center helps women that are victims of violence to rethink the situation, to regain the ability to control their own destiny and to make their own choices.
Provision of Legal Assistance to Stateless Persons in the South Kazakhstan, Kyzylorda and Zahmbyl Oblasts of Kazakhstan.

Since 2016, the NGO “Sana Sezim” works on legal assistance to stateless persons. The project provides free assistance to stateless persons, persons who did not exchange passports of the Soviet model in 1974 for an identity card and persons who had not previously received identity documents. Within this project, the NGO “Sana Sezim” held meetings with representatives of state and law enforcement agencies in the districts of the region and conducted information campaigns among the population.

During the implementation of the project in 2017, 561 people addressed lawyers in three regions. Of those, 113 people received direct assistance in the restoration of documents (56 men, 57 women). In the table below are the figures of age and gender.

<table>
<thead>
<tr>
<th>Age</th>
<th>Men</th>
<th>Women</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>56</td>
<td>57</td>
<td>113</td>
</tr>
<tr>
<td>0-4</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>5-17</td>
<td>17</td>
<td>19</td>
<td>36</td>
</tr>
<tr>
<td>18-59</td>
<td>37</td>
<td>32</td>
<td>69</td>
</tr>
<tr>
<td>60+</td>
<td>1</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

Types of direct assistance provided:
- Providing legal advice on documentation, obtaining identity documents (birth certificates), establishing citizenship and other matters.
- Submission of requests and applications of support to the Migration Service, Departments of the Interior, Justice, Civil Registry Offices, Archives, Courts, Department of Employment and Social Programs, Population Service Centers and Embassies, as well as compiling and filing complaints against actions/inactions of state bodies.
- Filling out the required forms (applications), sending requests to the Embassies/Gen. Consulates for obtaining certificates of absence/belonging to the state.
- If necessary, representation of interests in court, drawing up applications, (statements of claim, establishing the legal fact of birth, etc.), petitions, appeals and cassation appeals against decisions and judgments of courts.

Issues for which legal assistance is sought:
- Procedure for obtaining the citizenship of the Republic of Kazakhstan;
- Change of the red passport (USSR) into a national passport of the Republic of Kazakhstan;
- Procedure for obtaining the certificate for stateless peoples of the Republic of Kazakhstan;
- The procedure for establishing an ID-card and a certificate of the citizenship of the Republic of Kazakhstan, obtaining Form No. 5.
- Procedure for obtaining a birth certificate; obtaining a birth certificate for an underage child with the absence of documents from the parents; obtaining a child’s birth certificate for a foreign citizen.; the procedure for drafting an application and applying to a court.
- The procedure for the restoration of identity documents, through Population Service Centers, jurisdiction and courts (birth certificate, identity card, passport,);
- Individual Rights (the right to education, the receipt of medical services, etc.) of those who do not have documents, have not previously received documents or that have lost identity documents.

It should be noted that during the implementation of the project the number of clients that are stateless persons and people without documents increased. The reasons for this increase were activities carried out within the framework of the project. During this period, information materials
were prepared (booklets, banners, information stands), which were distributed to the target groups.

Meetings were held in the regions of the SKO, as well as meetings with state and law enforcement bodies in Shymkent, Taraz, Kyzylorda and with those people who are interested in finding stateless persons and further assist them.

An information campaign aimed at identifying new cases of stateless persons and raising public awareness among local authorities, such as local administrations, schools, medical institutions, etc was conducted.

During the reporting period, 4120 booklets and 300 brochures were published and distributed. Negotiations were held with the South Kazakhstan Oblast Public Service Center (SKOPSC) to install posters with information for stateless persons.
Stop Trafficking Women and Children!

Objectives:

- Prevention of human trafficking through an information and educational campaign;
- Raising public attention to the development of this phenomenon;
- Provision of legal, psychological and social assistance to victims of trafficking in persons and their families.

Since 2001, the NGO “Sana Sezim” works on the prevention and suppression of trafficking in persons to near and distant countries. Within the scope of activities “Stop Trafficking Women and Children” legal, psychological and social assistance are provided, seminars are held for potential victims of trafficking in human beings (graduates of schools, universities and orphanages), booklets containing information on traffic prevention are distributed, and a hotline is working. There is cooperation with international and national organizations on the return of victims of trafficking to their homeland.

Those who address the organization receive a qualified consultation from specialists in three languages (Kazakh, Russian and Uzbek) relating to traveling abroad, issuing visas and documents for working abroad, as well as travel for tourism purposes.

From January to December 2017 there were 1691 calls on the organization’s “hotline” (728 men, 963 women).

The most frequent calls come from people that want to work abroad, as well as parents, relatives, partner organizations and law enforcement officials.

The lawyers of the organization held 974 consultations. Assistance was provided in formulation of legally competent contracts when going abroad for work. Assistance in the return of victims of human trafficking to their home countries was provided by the Embassies and Consulates of the Republic of Kazakhstan in South Korea, the Russian Federation, the Republic of Uzbekistan and the Republic of Tajikistan.

The organization worked closely with the Ministry of Internal Affairs of the Republic of Kazakhstan, the Office for Combating Organized Crime of the Department of Internal Affairs of the SKO, the Prosecutor General's Office of the Republic of Kazakhstan and the Prosecutor's Office of the SKO on recovering and protecting the rights and interests of victims of human trafficking. Also, a memorandum of cooperation with the OCD of the Department of Internal Affairs on combating trafficking in persons was signed.

Over the period of the project implementation, 25 citizens of Uzbekistan and one citizen of the Russian Federation were rescued from slavery and received assistance.

Psychological assistance was provided to 249 victims of human trafficking, as well as to their families and people close to them. Confidential psychological assistance was provided to 1034 clients who addressed the center. Social assistance was provided to 408 clients and their families, and measures of reintegration of victims of human trafficking into their social environment were taken to prevent secondary victimization. In the shelter 13 people were rehabilitated, 5 of them were underage children who were with their parents that suffered from human trafficking.

24 training sessions were conducted for the youth as potential victims of human trafficking and 600 young people aged 13 to 25 years were targeted as potential victims of human trafficking. The participants of the trainings received information about current risks of trafficking in persons, personal safety practices when traveling abroad, methods of recruiting and transporting people by traffickers, existing types of exploitation of people and international standards and national legislation.

To reduce demand, to form the practice of non-violent relations and to reduce stigma and discrimination against victims of trafficking, 12 trainings were conducted among young men as potential users of services. Twelve seminars were held for law enforcement officers aimed
at developing skills of detection and identification, increasing the knowledge about psychological characteristics of working with victims of human trafficking.

Brochures were distributed among potential victims of human trafficking, as well as at seminars and information campaigns. The brochures contain information on all contacts and telephone numbers of all local services, embassies, consulates and a list of licensed and canceled travel agencies and NGOs abroad and in CIS countries dealing with human trafficking.

As part of the information campaign, leaflets were distributed to potential victims of human trafficking. The booklets contain information on the current risk of trafficking, personal security methods when traveling abroad, methods of recruiting and transporting people by traffickers, existing types of exploitation of people and also the telephone number of the “hotline”. 16 informational articles were published in the media and there were 5 appearances on television and radio.

The NGO “Sana Sezim” implemented the project “Monitoring of Human Rights in Kazakhstan” on the topic: “Recognition of the right to compensation as a result of a crime, such as trafficking in persons” from December 2016 to June 2017. The objective of the monitoring was to improve access to justice for victims of human trafficking and the right to compensation for a larger number of victims of human trafficking. The study was conducted on the basis of questionnaires among victims of trafficking and employees of the OCD of the Department of Internal Affairs of the SKO. The total number of respondents to the survey is 10 people and two employees of the OCD of the Department of Internal Affairs of the SKO on requests addressed to the authorized bodies and analysis of judicial practice in obtaining compensation for victims of human trafficking in the SKO. The respondents are mapped as follows: men (50%) and women (50%); the majority of respondents (60%) are of the age 18-29. The respondents' education is mainly secondary general (32%). All the respondents were exploited and only three brought the matter to court. As the study showed, out of ten respondents no one knew that they had the right to receive compensation. Based on the monitoring results, a report with recommendations to the authorized body was prepared.

To date, with the support of international organizations, victims of trafficking in persons are provided with the following types of services: provision of safe housing, medical assistance, psychological assistance, legal advice, issuance or restoration of lost documents, assistance in obtaining temporary or permanent work corresponding to their capabilities, interests and needs, as well as assistance in the professional orientation and specialization.
Provision of Special Social Services for Victims of Trafficking in Persons

In 2016 the NGO “Sana Sezim” started to implement the pilot project on the provision of special social services (from now on referred to as SSS) to victims of trafficking in persons. By the Order of the Acting Minister of Health and Social Development of the Republic of Kazakhstan of February 24, 2016 No. 138, the standard for the provision of SSS to victims of human trafficking was approved.

From March 2016 to the present time the office for “Coordination of Employment and Social Programs of the South Kazakhstan Oblast” launches a social project to provide SSS to victims of human trafficking within the framework of the state social order. The implementer of this project in the SKO is the NGO “Sana Sezim”.

The aim of the project is to re-socialize the victims of trafficking in persons through the provision of a set of psychological, pedagogical, professional and legal services aimed at restoring the broken or weakened social ties by strengthening the individual circumstances, as well as other activities aimed at the reintegration of victims of human trafficking into the family and society.

During the period of March 18 to December 29, 2017, 13 people received SSS in the shelter of the NGO “Sana Sezim”. Six victims of human trafficking were detected and identified. According to the standard of provision of SSS to victims of human trafficking “If, at the time of the treatment of a person, there were underage children, for whom this person is a legal representative, the admission to the organization is carried out with the children. Children arriving with parents or other legal representatives are accounted for as separate recipients of services”.

### SSS recipients by the categories of sex and age:

<table>
<thead>
<tr>
<th></th>
<th>Women</th>
<th>Men</th>
<th>Girls</th>
<th>Boys</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>22–37</td>
<td>37</td>
<td>3–5</td>
<td>2–5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>years</td>
<td>and older</td>
<td>years</td>
<td>years</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td>13</td>
<td>13</td>
<td></td>
</tr>
</tbody>
</table>

Within the provision of SSS, the following services were provided during the reported period:
- socio – domestic – 1043
- socio – medical – 364
- socio – psychological – 261
- socio – pedagogical – 520
- socio – legal – 270
- socio – cultural – 241
- work of the “hotline” to provide legal assistance – 648

**In total, 2699 people were provided with services, as follows:**
Social workers provided services to 1804 people; these services were:
- socio – domestic – 1043
- socio - pedagogical – 520
- socio – cultural - 241
Psychologists provided services to 261 people; these services were:
- socio - psychological –261
Lawyers provided services to 270 people; these services were:
- socio – legal – 270
Qualified specialists involved:
- physician – 364 recipients of services.
Employees of the organization conducted 25 information services
Report of Activities 2017

The Legal Center for Women’s Initiatives “Sana Sezim”

Labor Migration

Objectives:

- Provision of legal assistance to labor migrants;
- Provision of integration assistance to vulnerable labor migrants;
- Informative and educational campaign to attract the public attention to the problems of labor migrants.

Today, a lot of attention is paid to international labor migration. First of all this is caused by the fact that in a globalized economy, it is impossible to prevent the migration flow from one region to another. Labor migration is a complex social process, which involves several parties: the host country, the transit country and the country of departure. Modern labor migration in Kazakhstan is a spontaneous and multidirectional process.

Labor movement usually occurs from countries with low income, low wages and high unemployment to countries with a higher standard of living. Labor migration is becoming a widespread phenomenon among many people in Central Asian countries facing poverty. A relatively low standard of living and the need to secure the livelihoods of their families usually forces migrants to work in illegal and exploitative conditions.

Kazakhstan is the only center of attraction for labor migrants in Central Asia, and the level of migration remains steadily high. In Kazakhstan, there are two kinds of labor migration, which are fundamentally different. We are talking about labor migration from near and distant countries.

In the framework of this line of activities, great attention is paid to improving the educational potential of migrant workers in the field of their legal awareness. Labor migrants were provided with legal and social services and public attention was attracted to this issue by distribution of printed materials and appearances in the mass media.

During the period from January to December 2017, the organization was addressed by 2743 people (1613 men, 1130 women). The clients received consultations on migration issues.

Legal assistance was provided to 2007 migrants and social consultations were granted to 436 people with following citizenships: Republic of Tajikistan, Uzbekistan, Belarus, the Russian Federation, the Kyrgyz Republic, Korea, Turkey and Ukraine. There were also requests from citizens of Kazakhstan, including relatives and friends of migrants, employers, partner NGOs, law enforcement officials and the media.

The most frequent questions of people searching for legal and social assistance:

- loss and restoration of documents,
- receiving a permanent residence permit,
- procedure and extension of the registration at the migration police,
- issues related to legal employment in the Republic of Kazakhstan,
- the process of communication with law enforcement authorities (when checking documents, detaining people on the street, etc.),
- obtaining a residence permit and citizenship in the Republic of Kazakhstan,
- transfer of money to the home countries,
- risks associated with the failure of employers to fulfill their obligations,
- provision of medical assistance in the Republic of Kazakhstan,
- access of migrant children to education in the Republic of Kazakhstan,
- Matters related to marital issues, on the conclusion and dissolution of marriages and the reception of alimony between citizens of Kazakhstan, Kyrgyzstan and Tajikistan.
The organization regularly provides journalists with material on the problems of migrant workers, including issues related to the integration of migrants with the aim to increase tolerance towards migrants in the South Kazakhstan Oblast.

Training centers and courses for migrants, who came to the SKO, played an important role, since most migrants needed additional education for employment. Beneficiaries were trained in professional courses of cutting and sewing at LLP “Aizhan”, in computer courses at LLP “Agro Consulting” and at the training center “Design Studio Proftech – 5”.

Cooperation was established with the head of the Chamber of Entrepreneurs in the SKO. The beneficiaries were recommended to apply to the Chamber of Entrepreneurs for taking free courses in a business school at the Chamber of Entrepreneurs.

The NGO “Sana Sezim” regularly monitors the changes in the legislation applied at legal consultations.

90 information campaigns and 80 mobile consultations were held, which were covered by 10034 foreign citizens that are engaged in or intend to engage in labor activity in the territory of the SKO, as well as foreign citizens transiting to work in Russia and other regions of Kazakhstan.

In the regional and city newspapers and on the Internet, 7 informative articles were published that covered the questions of the rights of migrant workers and the order of entry and stay on the territory of the Republic of Kazakhstan.
**Assistance in the Social Integration of Migrant Workers to the Receiving Community in the South Kazakhstan Oblast**

Within the framework of this direction, assistance to the social integration of migrant workers into the host community of the SKO was provided to 11 vulnerable migrants. During the implementation of this project, 11 vulnerable migrants were identified, which were provided with the approval of IOM integration services. Within the framework of the project, assistance was provided within four categories:

- **Employment:**
  - Purchase of sewing equipment;
  - Purchase of poultry.
- **Healthcare:**
  - Purchase of medicine.
- **Improving education:**
  - Computer courses;
  - Courses of cutting and sewing;
  - Confectionary and cooking courses;
  - Gaining a driver's license.
- **Humanitarian aid:**
  - Purchase of bedding and two folding beds.

The process of stakeholder mapping played an important role since the expected results of the project were essentially dependent on the degree of the stakeholders' interest. In the course of the project, a thorough analysis was carried out to identify all stakeholders and service providers that could contribute to the effective implementation of the project.

After careful analysis, the following stakeholders were identified:

- State and law enforcement bodies
- Mass media;
- NGOs;
- Diasporas;
- Training centers and courses;
- Sponsors;
- The Chamber of Entrepreneurs.

**Qualitative results:**

The stakeholder analysis provided us with essential information important for the process of planning, implementing and monitoring the project on the integration of migrant workers.

State and law enforcement bodies, in particular the migration police together with one of organization's lawyers, explained the procedure for obtaining the citizenship of the Republic of Kazakhstan. Two beneficiaries have applied for citizenship.

While implementing the project, Tajik, Uzbek and Kyrgyz diaspora were involved. Migrant workers, who have just moved to a new country, hardly fully integrate into a new society. It is only natural that being in a foreign country, migrants seek communication among people with similar experiences and search contact most often within their diaspora community. Diaspora communities connect migrants with the country of origin and often this relationship is not only emotional, but is also having an overall impact on the life of the migrants.

Within this project, also stakeholders were selected as "sponsors" that provide migrant workers with integration assistance. Unfortunately there were no sponsors who could assist migrants.

Situational assessment was necessary to study the situation of the integration processes in Kazakhstan. In this context meetings with governmental bodies working in the field of migration were scheduled. Situational assessment was based on the Strategy of social integration of migrant workers in the receiving community in the SKO. The Strategy of social integration of migrant workers in the receiving community of the SKO was developed in 2012 by the working group of the Akimat of the SKO on the social integration of migrant workers into the receiving community of the region.
In order to effectively implement the project, the guide “Welcome to the South Kazakhstan Oblast” was developed, which contains information on the fundamentals of migration legislation, rules and features of stay and employment in Kazakhstan, as well as integration in society. It should be noted that the tips and warnings specified in the guide can really help migrants avoid many risks and not violate the law, knowing their duties and protect their rights. Moreover, many suggestions will be useful to those who are going to live and work in the SKO on an ongoing basis. Within the framework of this project, 1000 guides were published in Russian language to distribute them among migrants entering and/or living in the SKO and to raise their awareness on the fundamentals of the migration legislation of the Republic of Kazakhstan.

Among the beneficiaries who applied for integration assistance, the main criterion for being granted assistance was the legal status and the vulnerable position.
The Legal Center for Women’s Initiatives “Sana Sezim”

Team of the NGO “Sana Sezim”

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Report of Activities 2017
Our Partners: