

# 2024 Activity Report of the Public Defender of Georgia



საქართველოს სახალხო დამცველი

The Organic Law of Georgia on the Public Defender of Georgia was adopted on May 16, 1996, which was followed by the establishment of the Public Defender's Office.

The Public Defender of Georgia shall supervise the protection of human rights and freedoms by the state authorities and local self-government bodies, public institutions and officials on the territory of Georgia and within its jurisdiction. The Public Defender shall detect violations of human rights and freedoms and promote their restoration.

**The Public Defender of Georgia shall be independent in his/her activities.** Any obstruction of the activities of the Public Defender of Georgia shall be punishable by law, shall be reflected in the report of the Public Defender of Georgia and shall be the subject of special consideration by the Parliament of Georgia.

The Public Defender's Office shall be financed from the state budget of Georgia in an amount that ensures the proper performance of its functions.

The declaration of a state of emergency or martial law shall not cause termination or restriction of the powers of the Public Defender of Georgia.

This report presents general statistical information on the activities carried out by the Public Defender's Office during 2024.

## General information


The Public Defender's Office has 10 regional offices and a head office in Tbilisi. In 2024, the construction of a new building of the Office was completed, and from January 1, 2025, the Office has been operating and receiving citizens at the new address - **Tbilisi, Avlabari, 6 Irakli Paghava Street.**


**In 2024, a new office was also opened in Ambrolauri, 11 Bratislava-Racha Street.**



### Addresses of the Public Defender's Office

#### Tbilisi

 6 Irakli Paghava st, Avlabari. Postal Code 0144 . Only from other countries: +995 (32) 299 58 98

 / 1481 / 032 299 58 98 /

 1481 /

 [info@pdo.ge](mailto:info@pdo.ge) ; [info@ombudsman.ge](mailto:info@ombudsman.ge)

 <https://www.facebook.com/OmbudsmanofGeorgia/>

#### Hot line: 1481 (24/7)

For registration of the application: [info@ombudsman.ge](mailto:info@ombudsman.ge) If you have questions, contact us: [info@pdo.ge](mailto:info@pdo.ge)

#### Gori

1 Sameba Street

Tel: 1481

#### Akhalkalaki

4 Chavchavadze street

Tel: 595807844 ; 1481

#### Ozurgeti

6a Gabriel Bishop st.

Tel: 1481

#### Kutaisi

18 Rustaveli Street

Tel: 1481

#### Zugdidi

58 Kostava Street

Tel: 1481

#### Marneuli

61b Rustaveli Street

Tel: 591701073 ; 1481

#### Telavi

3 Vazha-Pshavela Street

Tel: 1481

#### Batumi

1a Pirosmani St.

Tel: 1481

#### Zemo Svaneti

Mestia Seti Square N19

Tel: 1481

#### Ambrolauri

11 Bratislava-Racha St

Tel: 1481





## Improvement of internal organizational procedures

During 2024, internal organizational regulations of the Public Defender's Office of Georgia were updated, including: the statute of the Public Defender's Office, the rules for on-site visits, the remote service manual, the rules for classifying the fleet of the Public Defender's Office and purchasing office vehicles, the rules for avoiding conflicts of interest in the process of examining cases by the Public Defender's Office, [etc.](#)

In 2024, the electronic document management system of the Public Defender's Office was changed. With this change, electronic case management processes have been simplified and production of statistics on citizens applying to the Office has improved.

The hotline software of the Office has been changed and updated, making it even more flexible and tailored to the existing needs. The programme of the hotline center provides 24/7 continuous remote service to interested individuals through various communication channels.

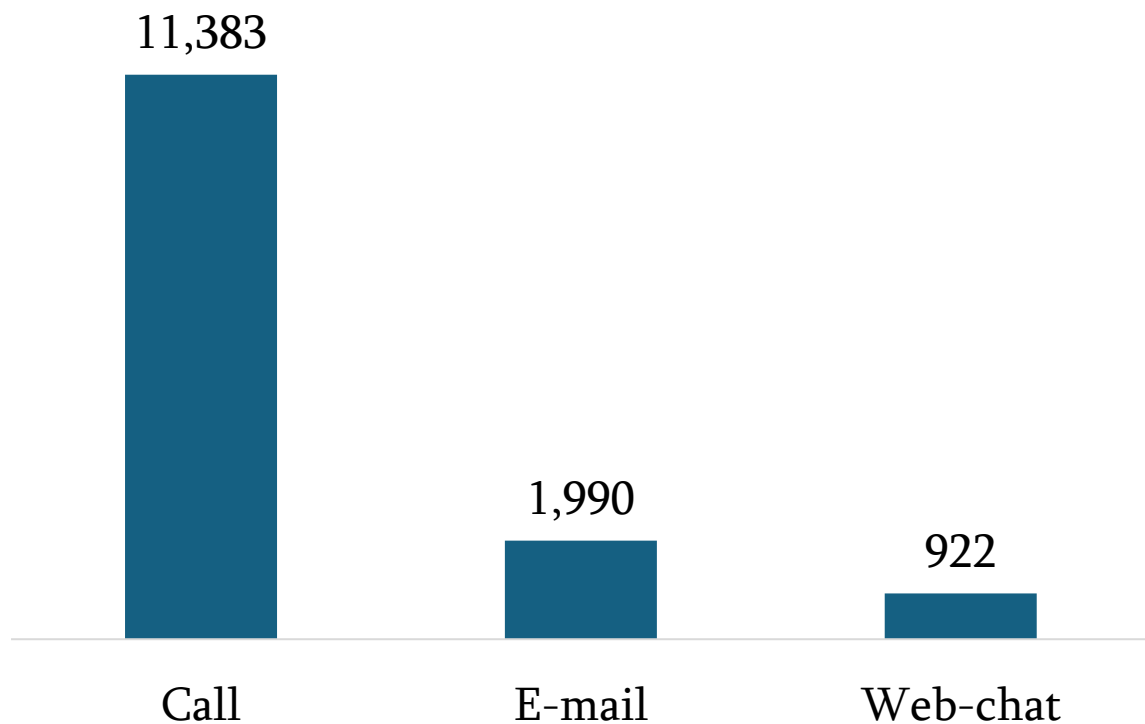


## Informational-consultative activity - hotline 1481

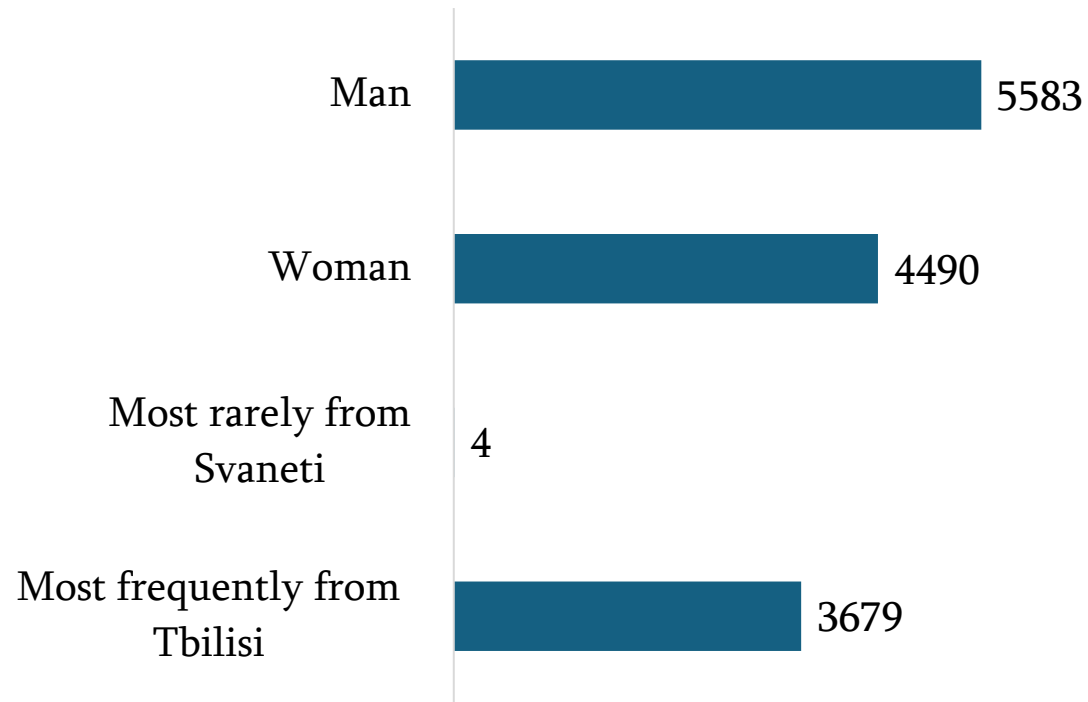
Citizens can apply to the Public Defender of Georgia remotely through the communication channels (online chat) available on the website [www.ombudsman.ge](http://www.ombudsman.ge), as well as via e-mail [info@pdo.ge](mailto:info@pdo.ge) / [info@ombudsman.ge](mailto:info@ombudsman.ge) and **hotline - 1481**.

The number of hotline calls from January 1 to  
December 31, 2024

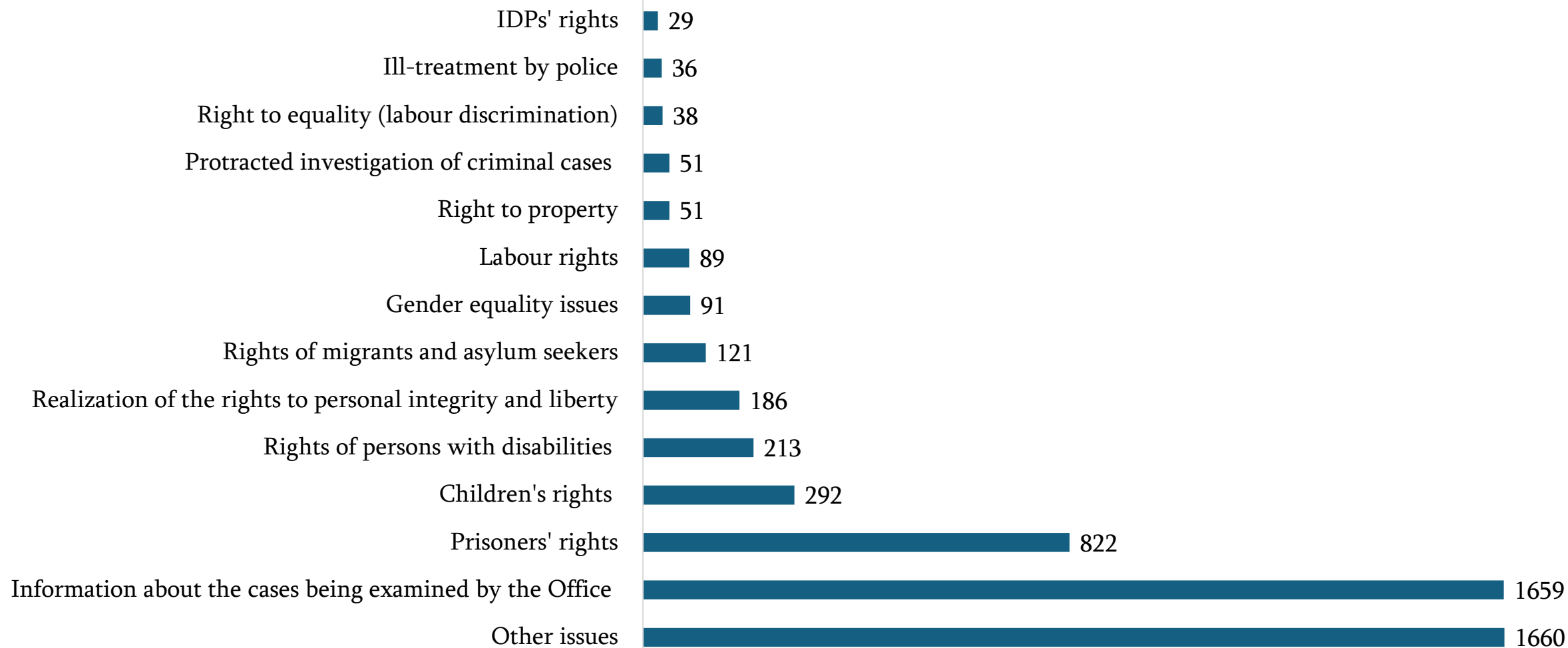
**In total - 14 295**



### General statistics on hotline calls

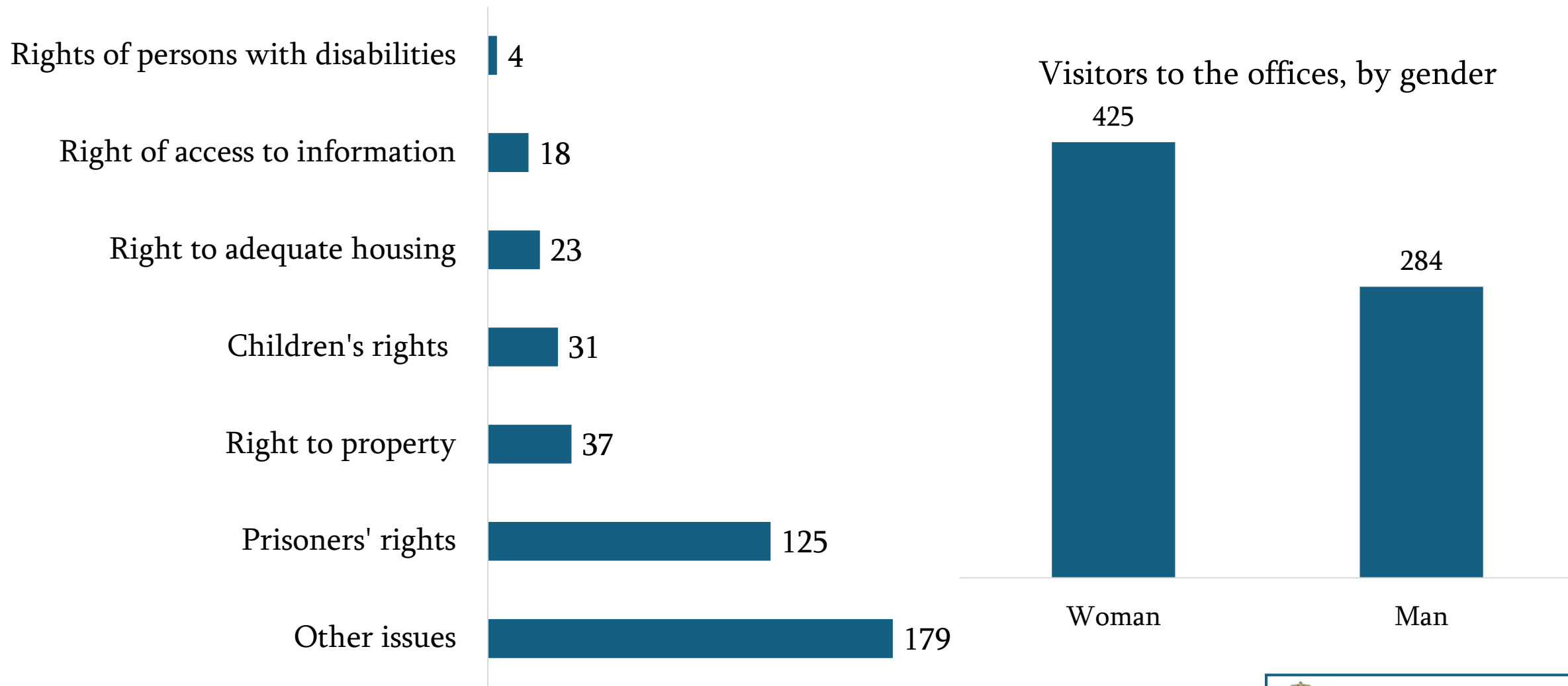


### Topics of hotline calls 1481



## Informational-consultative activities - visitors

In 2024, **1,872 citizens** were consulted at the Public Defender's offices on the following main issues:





## Oversight of human rights protection through the examination of individual cases of human rights violations

The Public Defender's Office of Georgia examines (completely free of charge) cases on the basis of applications and complaints received, as well as on its own initiative.

The Public Defender considers applications and complaints of citizens of Georgia, foreign citizens and stateless persons, as well as legal entities under private law, political and religious associations.

Any person may apply to the Office in writing or orally. In case of the latter, the request is recorded in writing by representatives of the Public Defender's Office.

If, as a result of studying an application, rights violation is found, the Public Defender addresses the relevant agency with a recommendation, proposal or general proposal.



### Public Defender's Office examines:

- ✓ Decisions of public institutions, including on issues of discrimination;
- ✓ Violation of the rights and freedoms granted by legislation of Georgia, in the process of judicial proceedings;
- ✓ Violation of the rights guaranteed by legislation of Georgia to a person detained, imprisoned or otherwise deprived of his/her liberty;
- ✓ Compliance of normative acts with Chapter 2 of the Constitution of Georgia;
- ✓ Constitutionality of the norms regulating referendums and elections, as well as the elections (referendum) held or to be held on the basis of these norms.
- ✓ Decisions and actions of legal entities under private law and natural persons only relating to the issues of equality, elimination of all forms of discrimination and children's rights.

- 389 reports drawn up in penitentiary institutions and places of restriction of liberty were registered as independent cases.
- Public Defender's Office started examination of cases of 172 alleged human rights violations on its own initiative
- In 868 cases, the Office was applied in an oral manner about alleged human rights violations
- 3,780 applications relating to alleged human rights violations were registered with the Public Defender's Office
- Public Defender's Office completed the consideration of 3,111 applications.



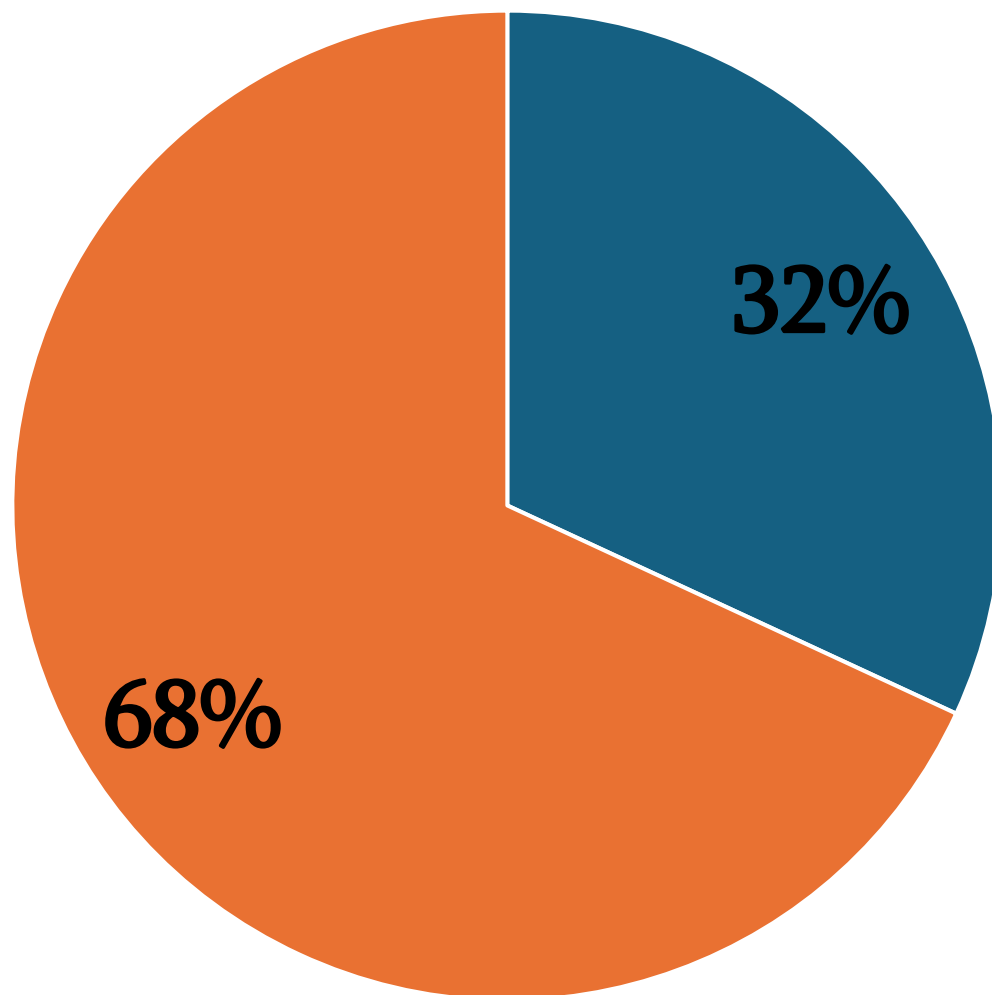
In the field of criminal justice, the following were carried out during 2024:

- 582 visits were made to closed establishments
- 1,681 persons were visited

Of which:

- 464 visits were made to penitentiary establishments
- 1,279 convicted/accused persons were visited
- 21 visits were made to the National Center for Mental Health
- 52 patients were visited
- 81 visits were made to temporary detention facilities
- 305 detainees were visited
- 3 visits were made to the police departments of the Ministry of Internal Affairs
- 17 persons were visited
- 5 visits were made to the VivaMedi clinic
- 3 convicts were visited
- 8 visits were made to various clinics of private sector
- 25 citizens detained and/or injured during protests were visited

## Results of the primary consideration of incoming applications



- After the primary consideration of applications, 1,120 applications were declared inadmissible/partially inadmissible.
- 2,390 cases were declared admissible and the Office began to consider the merits of the cases.

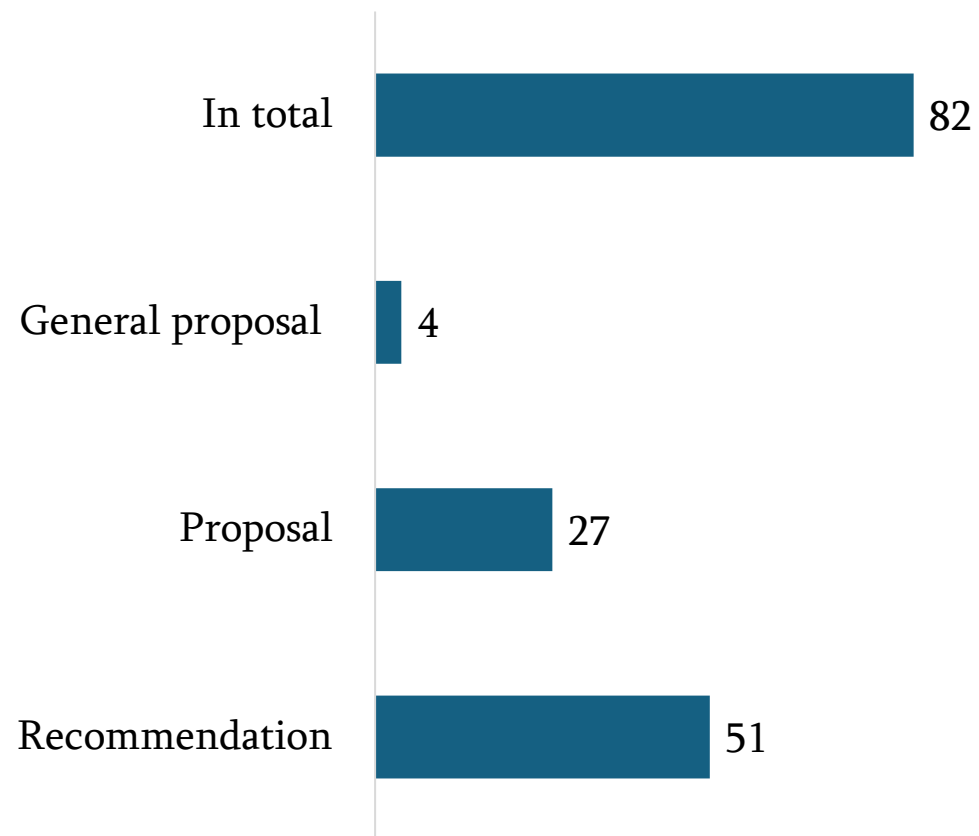


## Results of examination of individual violations:

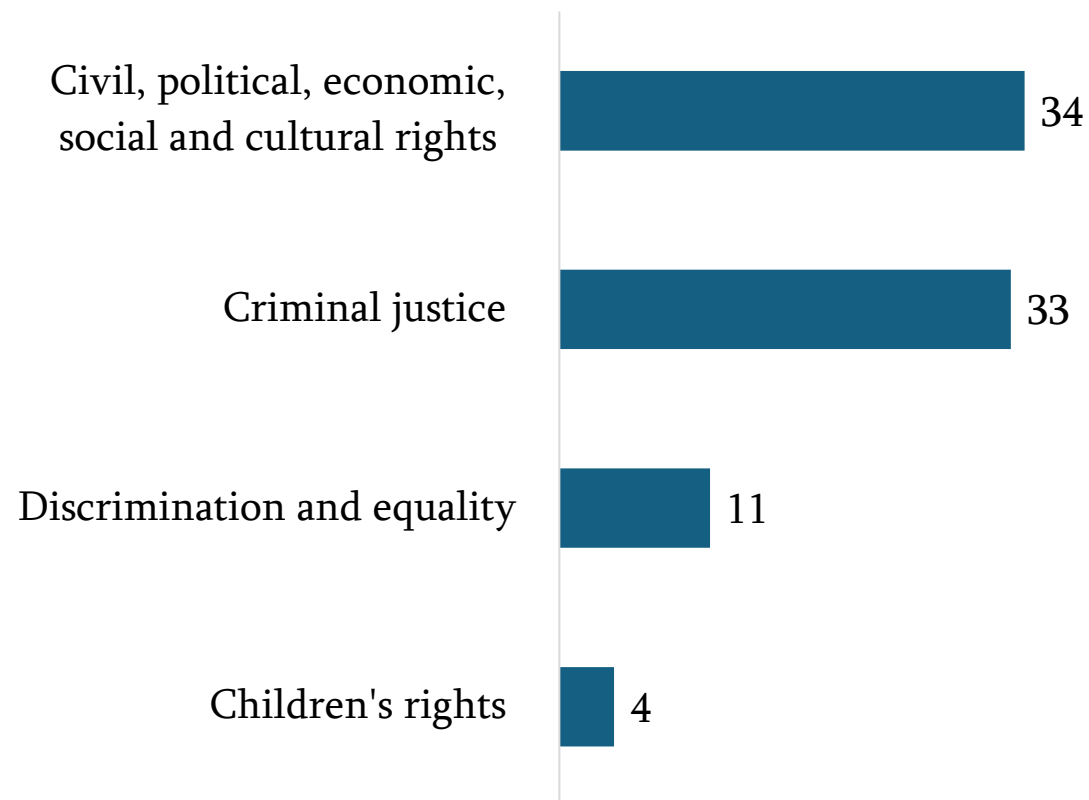
### Recommendation - proposal - general proposal

In 2024, as a result of considering individual applications and complaints, the Public Defender issued 82 recommendations/proposals/general proposals, 11 of which were related to the prevention of discrimination and sexual harassment.

#### Issued in 2024

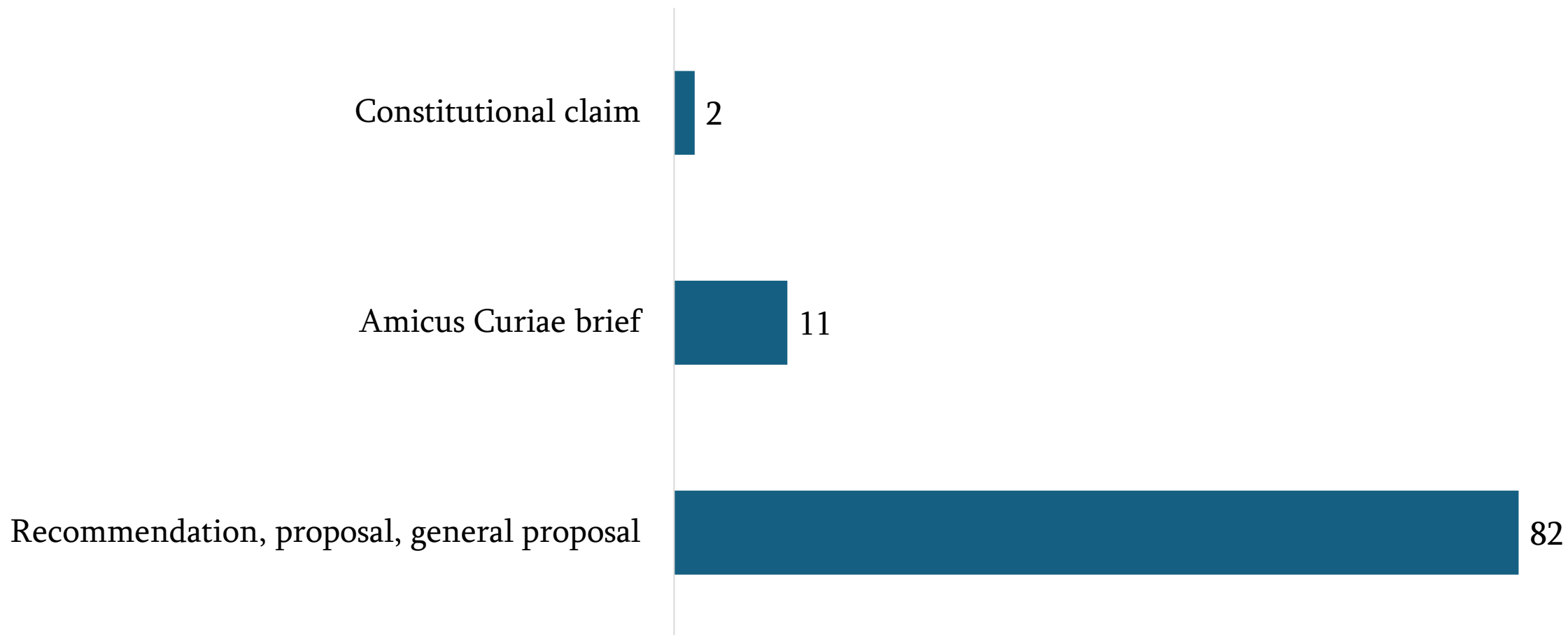


#### Relating to the following rights



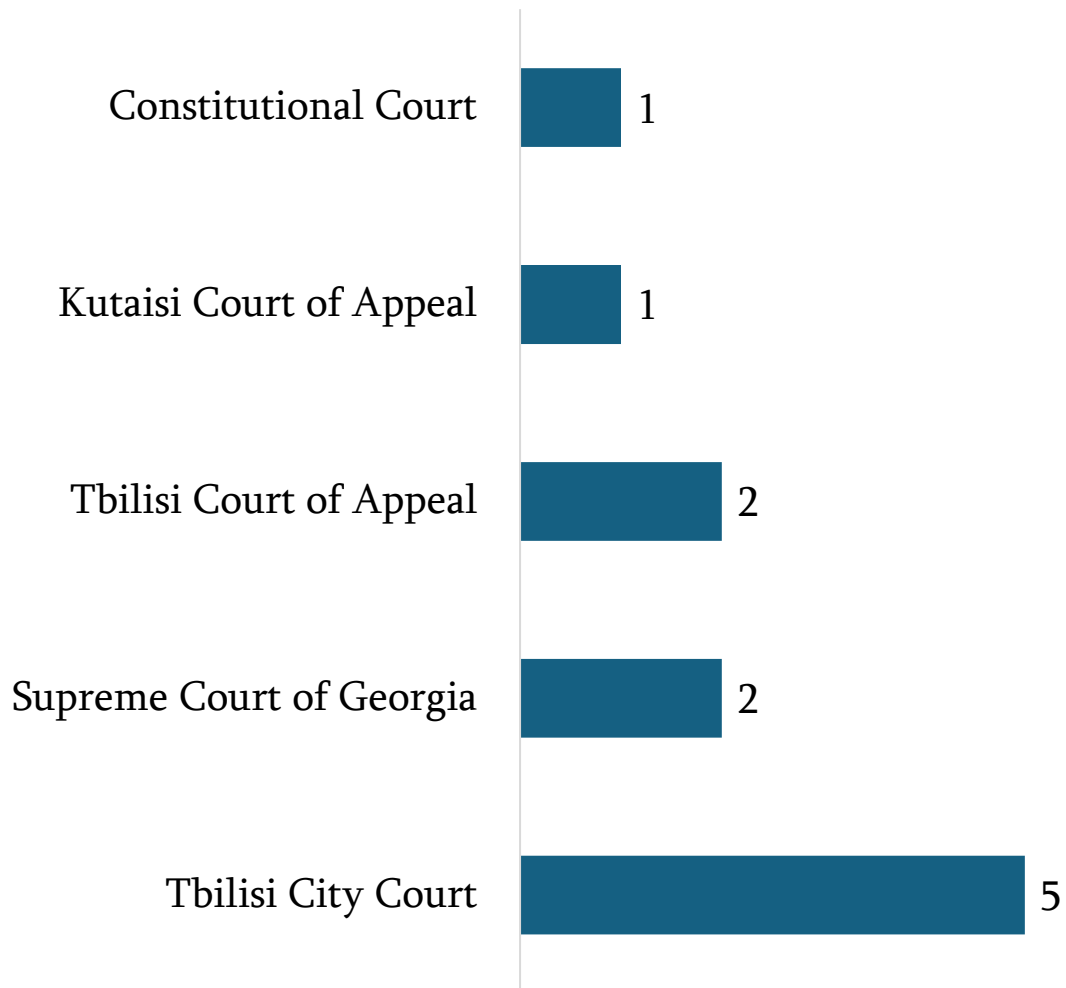


Submitted by the Public Defender during 2024

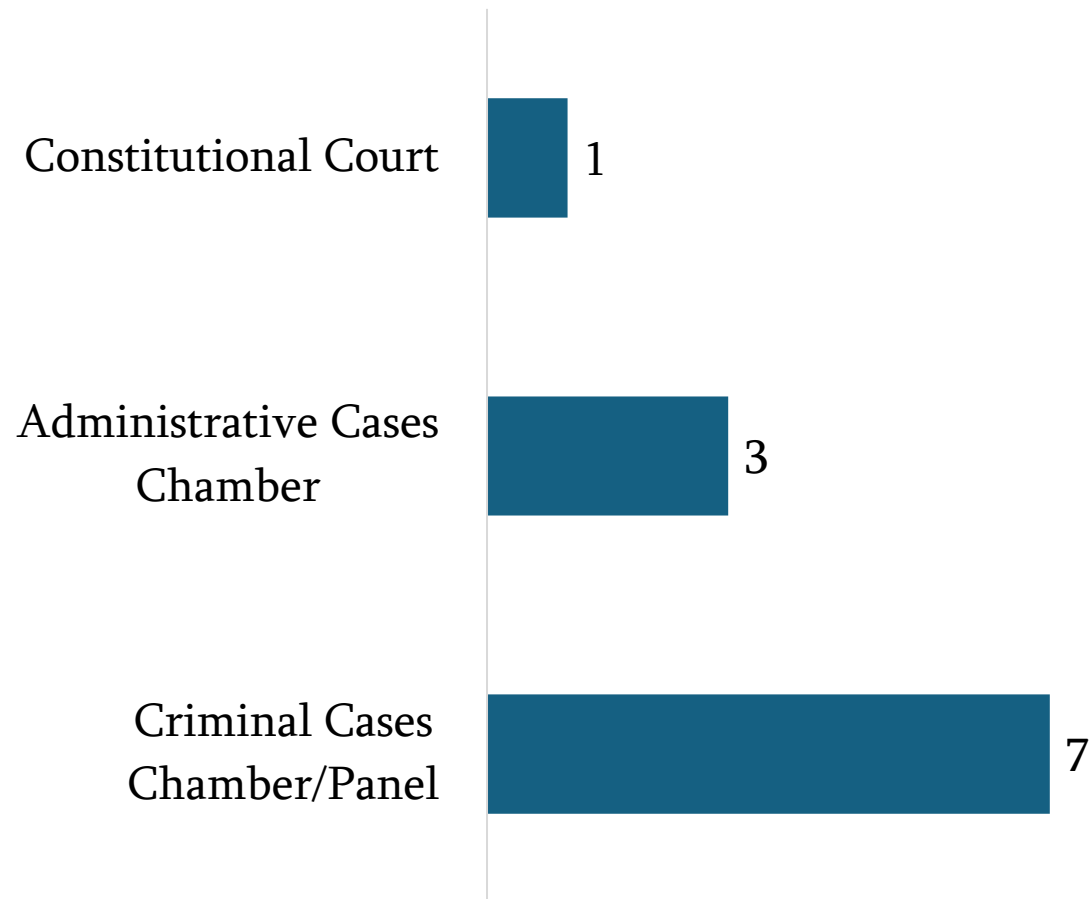


## Opinion of the friend of the court - Amicus Curiae brief

**In 2024, Amicus Curiae briefs were filed  
with the following instances:**



**Among them, according to the content,  
they were sent to the following:**



Two constitutional claims filed in 2024 (No. 1821 and No. 1808) concerned:

- The possibility of appealing the decision of the court when it uses, changes or upholds pre-trial detention in criminal cases at the pre-trial hearing and during the consideration of the case on its merits;
- Issues related to the use of extradition detention, when a person serves the full sentence and extradition proceedings begin only after that, which becomes the basis for additional restriction of the person's liberty.

On August 29, 2024, the Public Defender of Georgia filed an Amicus Curiae brief with the **Constitutional Court** regarding the assessment of the constitutionality of the Law of Georgia on Transparency of Foreign Influence.

The Amicus Curiae brief reviews the possibility of broad interpretation of the regulations established by the law and the existing monitoring mechanism, including in the section on access to personal data. See the [link](#) for details.

## Opinion of the friend of the court - Amicus Curiae brief

The Amicus Curiae briefs filed with the **criminal panels and chambers of common courts** concerned the types and terms of punishment, the issue of extradition and freedom of movement, the right to review cases due to newly discovered circumstances, and the identification of a gender motive in the case of the killing of a woman being considered in the Tbilisi Court of Appeal.

The Amicus Curiae briefs submitted to the **administrative chambers of common courts** concerned, among other things, the right to access information, standards related to the secrecy of elections, and other issues.

### Public Defender Visits Mzia Amaglobeli in Penitentiary Institution

On January 21, 2025, the Public Defender of Georgia, Levan Ioseliani, visited Mzia Amaglobeli in Penitentiary Establishment No. 5, checked her accommodation conditions and protection of her rights; personally heard from the journalist about ...

### Public Defender Applies to Kutaisi Court of Appeal relating to Mzia Amaglobeli Case

On January 16, the Public Defender of Georgia filed an opinion of the friend of the court (*Amicus curiae* brief) with the Kutaisi Court of Appeal relating to the use of a pre-trial detention against Mzia Amaglobeli. The document discusses th ...

### Constitutional Court Takes Note of Public Defender's *Amicus curiae* Brief

The Public Defender positively assesses the decision of the Constitutional Court of Georgia of November 20, 2024 in the case of Giorgi Gulaberidze and Badri Shushanidze v. The Parliament of Georgia, by which it took note of the Public Defen ...

### *Amicus curiae* Brief on Secrecy Standard in Elections

On November 13, 2024, the Public Defender of Georgia filed the opinion of the friend of the court (*Amicus curiae*) with Tbilisi City Court's Collegium of Administrative Cases relating to the case launched on the basis of the lawsuit of ...

### Opinion of the Friend of the Court (*Amicus curiae*) regarding Refusal of International Protection for Afghan Sadigov

On November 4, 2024, the Public Defender of Georgia filed an opinion of the friend of the court with Tbilisi City Court regarding the decision to refuse international protection of Azerbaijani journalist Afgan Sadigov. The opinion of the fr ...

### *Amicus curiae* Brief on Importance of Access to Environmental Information

On October 7, 2024, the Public Defender of Georgia submitted an *Amicus curiae* brief to the Judge of the Tbilisi City Court's Collegium of Administrative Cases relating to the case launched on the basis of the lawsuit of LLC Network of ...

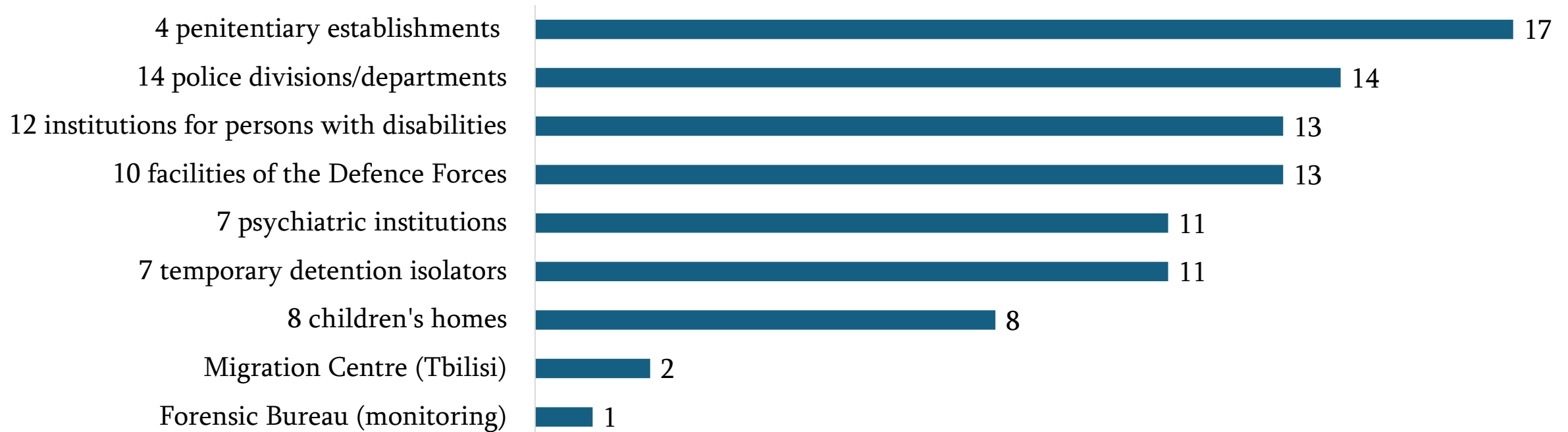


## Preventive functions

**National Preventive Mechanism** - According to the amendments made to the Organic Law of Georgia on the Public Defender on July 16, 2009, the Public Defender shall perform the functions of the [National Preventive Mechanism](#) provided for in the Optional Protocol to the United Nations Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment.

In 2024, the National Preventive Mechanism carried out 92 preventive visits to 65 closed institutions:

### Number of visits to closed institutions



**The UN Convention on the Rights of Persons with Disabilities (CRPD)** was adopted on December 13, 2006. The convention is in force in Georgia **since April 12, 2014**. Since October 27, 2014, the function of monitoring the promotion, protection and implementation of the Convention has been performed by the [Public Defender of Georgia](#).

[The Convention monitoring mechanism](#) functioning under the Public Defender of Georgia, together with the Department of the Rights of Persons with Disabilities of the Public Defender's Office, includes the Consultative Council for Monitoring the Promotion, Protection and Implementation of the Convention on the Rights of Persons with Disabilities.

**In order to monitor and protect the rights of persons with disabilities, 49 visits (22 planned, 27 ad hoc) were conducted in 2024 to various institutions:**

- Psychiatric institutions
- Community organizations of persons with disabilities (small family-type homes and shelters)
- Institutions for persons with disabilities



## Carrying out preventive functions

**18 monitoring visits** were carried out in the villages located along the occupation line to protect the rights of **conflict-affected population**.

**Monitoring of children's rights** was carried out in:

- 25 childcare institutions
- 8 of which were monitored together with the National Preventive Mechanism
- 4 mother and child shelters.

**In the context of gender, the following were carried out:**

- 9 monitoring visits (primary and repeated) to shelters for victims of violence
- 8 visits to crisis centers
- 1 visit to the penitentiary institution



In 2024, 16 special reports were prepared, most of which were preceded by monitoring visits

- Special Report on the Right of Access to Justice for Children in State Care. [See the report.](#)
- Special Report on the Implementation of the Tasks Set forth in the Parliamentary Resolution of November 1, 2023. [See the report.](#)
- Special Report of the Public Defender of Georgia on Legislative and Practical analysis of the Activities of General Inspections. [See the report.](#)
- Report on the Visit to Penitentiary Institution No. 8. [See the report.](#)
- Report on the Visit to Penitentiary Institution No. 6. [See the report.](#)
- Study on Sexual Harassment in Public Spaces. [See the report.](#)
- Analysis of Cases of Femicide and Attempted Femicide - 2022. [See the report.](#)
- Report on Meetings with Women Living in Occupied Territories and Villages Located along the Occupation Line. [See the report.](#)
- Monitoring Report on Service Facilities for Victims of Violence and Trafficking. [See the report.](#)



- Monitoring of Inclusive Education in Higher Education Institutions. [See the report.](#)
- Monitoring Report on Resource Schools. [See the report.](#)
- Public Defender's Special Report on Mechanisms for Postponing the Execution of Sentences due to Illness, Old Age or Pregnancy and Exemption from Further Serving the Sentence in Georgia. [See the report.](#)
- Monitoring Report on the Psychiatric Hospital of the Batumi Medical Center. [See the report.](#)
- Monitoring Results relating to the Implementation of Infection Prevention and Control Measures in 9 Inpatient Medical Facilities. [See the report.](#)
- Special Report No. 9 of the Public Defender of Georgia on the State of Equality. [See the report.](#)
- Monitoring of Privately Funded Long-Term Care Facilities for Older Persons. [See the report.](#)
- [Alternative Report](#) on Execution of Judgments Issued by the European Court against Georgia



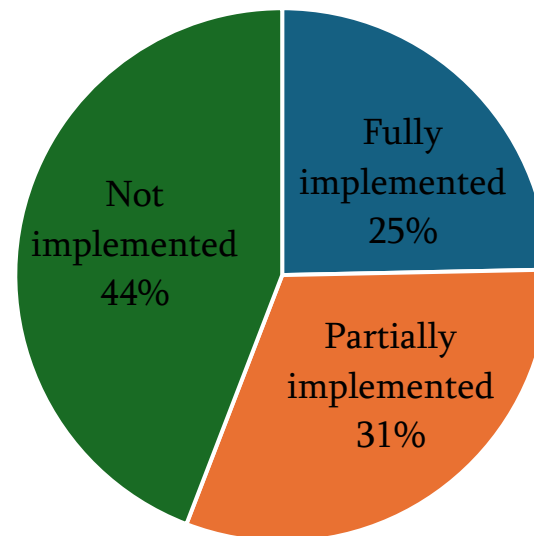
## Report on the implementation of the recommendations reflected in the parliamentary report of the Public Defender of Georgia



On November 28, 2024, the Public Defender's Office of Georgia presented a [special report](#) assessing the implementation of the tasks assigned to state agencies by the Resolution of the Parliament of November 1, 2023, on the situation of the protection of human rights and freedoms in Georgia. The aforementioned resolution was issued on the basis of the 2022 Parliamentary Report of the Public Defender of Georgia.

The report analyzes 258 tasks issued by the Parliament. Of these, 20 tasks were not assessed due to the substantial change in their content by the Parliament. In addition, due to the lack of relevant information provided by state agencies to the Parliament of Georgia and the Public Defender's Office, it was impossible to assess the status of the implementation of 24 parliamentary tasks. One task was not assessed on the grounds of duplication.

The analysis of the tasks issued by the Parliament's resolution makes it clear that the status of their implementation has not changed compared to the previous year and, therefore, is still unsatisfactory:





On January 22, 2024, the Public Defender of Georgia submitted an [alternative report](#) to the UN Committee on Economic, Social and Cultural Rights for the 74th pre sessional working group.



On October 18, 2024, the Public Defender of Georgia submitted [a communication](#) to the Committee of Ministers of the Council of Europe on the execution of judgments of the European Court of Human Rights in the Tkhelidze Group cases.



On July 18, 2024, the Public Defender of Georgia submitted [a communication](#) to the Committee of Ministers of the Council of Europe on the execution of judgments of the European Court of Human Rights in the Identoba Group cases.

## Documents submitted to international organizations



On May 2, 2024, the Public Defender of Georgia submitted [another communication](#) to the Committee of Ministers of the Council of Europe on the execution of the judgment of the European Court of Human Rights in the case of Merabishvili v. Georgia.



On January 30, 2024, the Public Defender of Georgia submitted [another communication](#) to the Committee of Ministers of the Council of Europe on the execution of the judgment in the Tsintsabadze Group cases.





**19 information meetings were held on equality issues:**

- with 113 representatives of the private sector, 73 students, 124 schoolchildren, 19 teachers, 15 representatives of religious organizations, 20 members of the Bar Association and Supreme Court judges.

Representatives of the executive branch of the Republic of Armenia were introduced to the mandate of the Public Defender. An information meeting was also held with representatives of the Turkish Human Rights and Equality Institution.

**31 information meetings were held on the protection of children's rights:**

- 17 in public schools, 3 in private schools, 1 in a community center, 1 in a youth center, 1 in a private institution and 7 in a small family-type home.

The meetings were attended by a total of 462 children and 19 teachers of one private institution.

**On the topic of women's rights, the following meetings were held:**

- 2 meetings with ethnic minority and rural women
- 10 meetings with displaced women living in the regions, NGOs and international organizations
- 2 meetings with students
- 1 meeting with Samtskhe-Javakheti NGOs relating to women's rights
- 2 working meetings with representatives of the Prosecutor's Office, the Ministry of Internal Affairs and the judiciary relating to the issues of femicide statistics
- 1 meeting with schoolchildren relating to early marriage
- 1 meeting with ethnic minority women relating to reproductive health issues
- 1 training session was held with employees of the Prosecutor's Office relating to femicide

**In the direction of the rights of persons with disabilities following meetings were held:**

- 2 information meetings
- 3 working meetings of the Consultative Council for Monitoring the Promotion, Protection and Implementation of the Convention on the Rights of Persons with Disabilities

## Cooperation within regional and international associations/networks of ombudsmen/national human rights institutions

2024 was a particularly important year in terms of the accreditation process. In 2024, the Public Defender's Office was assessed for its compliance with the UN Paris Principles. The assessment was carried out by the GANHRI's Sub-Committee on Accreditation.

During the autumn session of 2024, [the Sub-Committee on Accreditation](#) considered the special application of the Office, conducted an interview, and reaccruited the Public Defender's Office of Georgia with “A” status, which confirms the Office's full compliance with the requirements of the Paris Principles.

The Public Defender of Georgia has continuously held the “A” status since its first accreditation in 2007.

The Public Defender of Georgia is a member of a number of international and regional associations/networks of ombudsmen/national human rights institutions, such as:

- Global Alliance of National Human Rights Institutions (GANHRI);
- European Network of National Human Rights Institutions (ENNHRI);
- European Network of Ombudspersons for Children (ENOC);
- International Ombudsman Institute (IOI);
- European Network of Equality Bodies (Equinet);
- European Network of Ombudsmen (ENO);
- Association of Mediterranean Ombudsmen (AOM);
- Asian Ombudsman Association (AOA).



## Cooperation within regional and international associations/networks of ombudsmen/national human rights institutions

2024 was a particularly important and at the same time successful year in terms of strengthening bilateral relations, deepening cooperation with international and regional organizations, and engaging and cooperating with regional and international associations/networks of ombudsmen/national human rights institutions.

2024 was a particularly successful year in terms of involvement in the activities of regional and international networks of ombudsmen/national human rights institutions. In particular, in October 2024, Tamar Gvaramadze, First Deputy Public Defender of Georgia, was elected as a member of the ENNHRI Board and the GANHRI Bureau for a three-year term. This decision demonstrates that the Public Defender's Office of Georgia is internationally recognized and enjoys a high reputation among partner institutions.

Within the ENNHRI, the Public Defender's Office is the Co-chair of the Working Group on Human Rights of Older Persons, together with the Office of the Polish Commissioner for Human Rights.

Since 2022, the Public Defender's Office of Georgia has also been a member of the governing body - Board - of the Association of Mediterranean Ombudsmen (AOM) and has been actively involved in the activities of this network.



### The project support received directly through the state budget in 2024

- USAID-PDO Partnership G2G Programme
- UN Women
- Open Society Georgia Foundation
- UNICEF

**USAID-PDO Partnership Programme** –focused on strengthening the country’s domestic capacity for more effective oversight of human rights protection in Georgia, strengthening internal governance processes and institutional capacity, and improving strategic communication with diverse audiences.

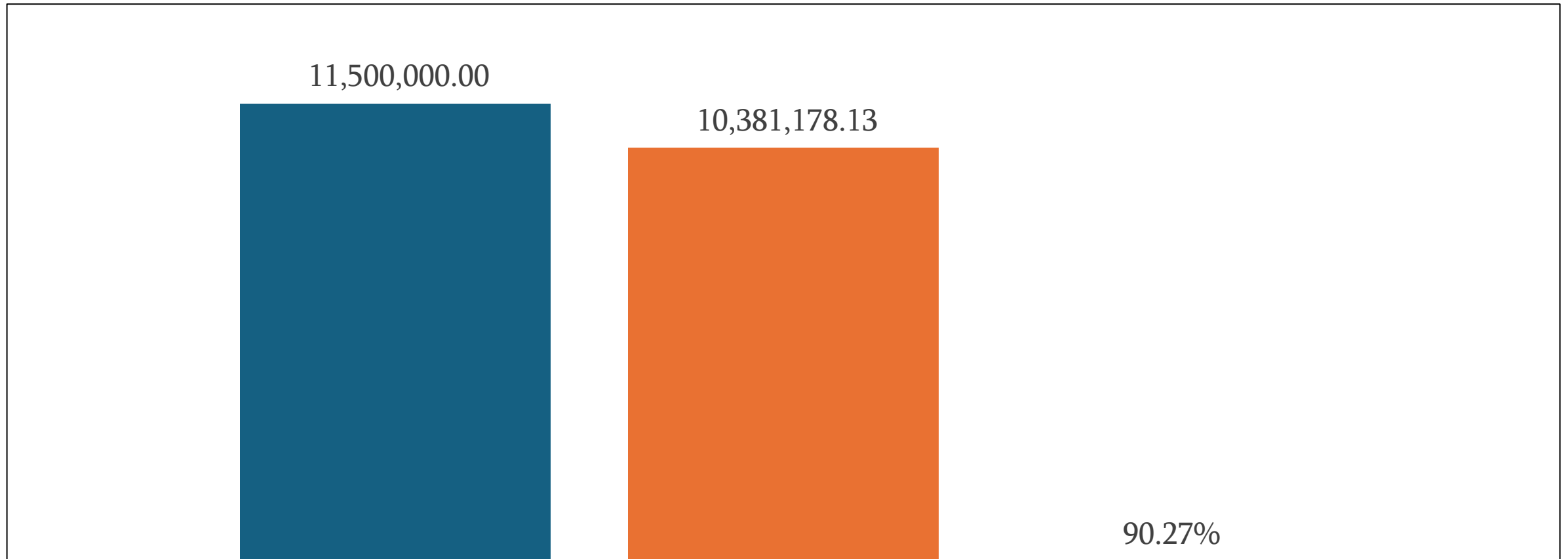
UN Women - UN Joint Programme for Gender Equality - addresses gender inequality through a coherent and holistic approach covering a wide range of issues.

**Open Society Georgia Foundation** – focused on strengthening protection against torture and ill-treatment in the penitentiary system, police facilities, psychiatric and other institutions

**UNICEF** - focused on supporting child-friendly justice through research, monitoring and adaptation of information for children

## 2024 budget of the Public Defender's Office

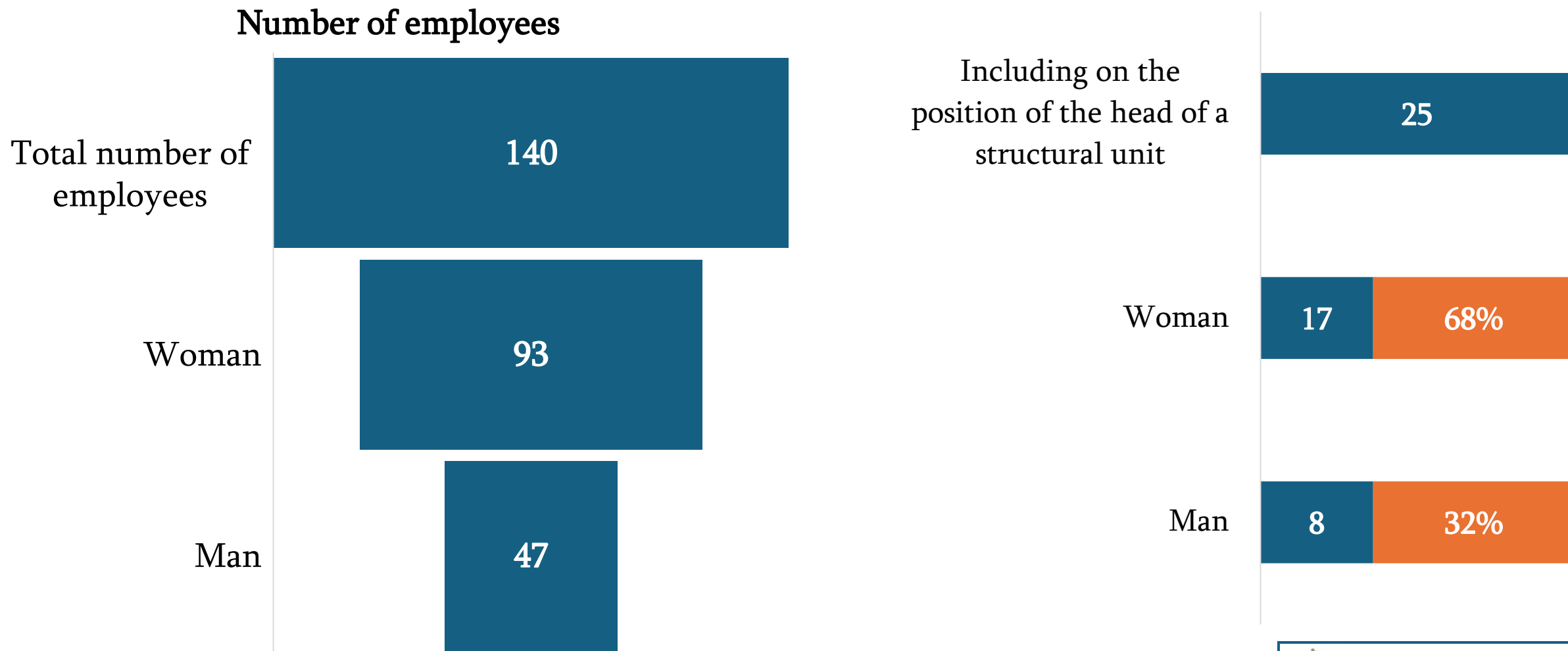
■ Approved budget    ■ Cash performance    ■ Cash performance ratio to revised plan (%)





## Human resources of the Public Defender's Office

In 2024, by the end of the year, 140 people were employed in the Public Defender's Office, including 93 women and 47 men, on a permanent basis and for temporary tasks.



## Access to public information

To request public information stored at the Public Defender's Office in electronic form, a signed application must be sent to the email address - [info@pdo.ge](mailto:info@pdo.ge), clearly specifying the content of the requested information.

Additionally, there are different options for receiving public information:

- electronic form;
- material form;
- By reviewing the original document in person

Proactively published information is also accessible on the Public Defender's website under the [Public Information](#) section.

### The following was issued in 2024



In accordance with the requirements of Article 49 of the General Administrative Code of Georgia, on December 10 of each year, the Public Defender of Georgia shall [submit a report](#) on access to public information to the Parliament of Georgia, the President of Georgia and the Prime Minister of Georgia.



## Various events

Throughout 2024, the Public Defender and staff of the Public Defender's Office participated in 26 meetings and conferences, where various human rights-related topics were discussed.

On November 26, 2024, the Public Defender of Georgia, Levan Ioseliani, held a conference within the framework of the 16-day campaign against gender-based violence on the topic "Prevention and Monitoring of Femicide: Analysis of Cases of 2022."



On March 19, 2024, the Deputy Public Defender of Georgia, Irine Chikhladze, participated in a Council of Europe event summarizing the results achieved within the completed project "Promoting an Integrated Approach to Combating Violence Against Women and Strengthening Gender Equality in Georgia."



On October 11, 2024, the Public Defender of Georgia, Levan Ioseliani, participated in a meeting on personal data protection issues related to the rights of persons with disabilities. The event was attended by representatives of state institutions and organizations working on disability issues and was organized by the Personal Data Protection Service.



## Various events



On January 29, 2024, the Public Defender of Georgia, Levan Ioseliani, participated in a [meeting of the Council of Ethnic Minorities](#) under the Public Defender's Office, where discussions focused on child and early marriages and possible solutions to this challenge.



On February 13-14, 2024, [a seminar](#) on "Human Security Monitoring – A Gender-Sensitive Monitoring Tool" was held for employees of the Public Defender's Office and representatives of non-governmental organizations. The seminar was led by international expert Zara Järvinen.



On February 21, 2024, in celebration of International Mother Language Day, the Council of Ethnic Minorities under the Public Defender, in cooperation with the State Language Department, [held a meeting](#) to discuss the protection and promotion of Georgia's linguistic diversity.



The Public Defender spoke about the importance of access to public information in the process of European integration during the [presentation of a report](#) on progress and key challenges related to access to judicial acts.

