



EIB-20220484

UKRAINE DIGITAL EMERGENCY RESPONSE SERVICES



Quick Facts

Countries	Ukraine
Specific Location	Kyiv, Lviv, Dnipro, and Odesa
Financial Institutions	European Investment Bank (EIB)
Status	Approved
Bank Risk Rating	U
Voting Date	2024-06-06
Borrower	Government of Ukraine
Sectors	Communications, Infrastructure, Law and Government
Investment Type(s)	Loan
Investment Amount (USD)	\$ 43.57 million
Loan Amount (USD)	\$ 43.57 million
Project Cost (USD)	\$ 54.46 million



Project Description

As stated by the EIB, the project will finance the development of a national emergency response infrastructure accessible through a single number: 112.

The new Emergency 112 call centre will coordinate all call systems of the police, ambulance, fire brigades, and gas emergency teams within the emergency response organisation (ERO).

The related investments concern the rollout of the IT infrastructure for the 112 Call Centre, including the necessary software solutions and Data Centre IT capabilities to support the whole system. The project's infrastructure will be established across four cities: Kyiv, Lviv, Dnipro, and Odesa.

The main objectives of establishing the national Emergency 112 call system are:

- (i) accelerate the information exchange between the EROs integrated into the 112 system;
- (ii) increase the efficiency of organisational and managerial activities, ensuring timely and adequate management decisions by the entities integrated into the system;
- (iii) provide information and analytical support for the activities of the 112 system entities.

The project will support a critical public initiative with a strong focus on civilian security and contribute to improve and upgrade the country's existing digital infrastructure.



Investment Description

- European Investment Bank (EIB)



Contact Information

No project contacts provided at the time of disclosure.

ACCESS TO INFORMATION

You can submit an information request for project information at: <https://www.eib.org/en/infocentre/registers/request-form/request-form-default.htm>

ACCOUNTABILITY MECHANISM OF EIB

The EIB Complaints Mechanism is designed to facilitate and handle complaints against the EIB by individuals, organizations or corporations affected by EIB activities. When exercising the right to lodge a complaint against the EIB, any member of the public has access to a two-tier procedure, one internal - the Complaints Mechanism Office - and one external - the European Ombudsman. A complaint can be lodged via a written communication addressed to the Secretary General of the EIB, via email to the dedicated email address: complaints@eib.org, by completing the online complaint form available at the following address: <http://www.eib.org/complaints/form> via fax or delivered directly to the EIB Complaints Mechanism Division, any EIB local representation office or any EIB staff. For further details, check: http://www.eib.org/attachments/strategies/complaints_mechanism_policy_en.pdf

When dissatisfied with a complaint to the EIB Complaints Mechanism, citizens can then turn towards the European Ombudsman. A memorandum of Understanding has been signed between the EIB and the European Ombudsman establishes that citizens (even outside of the EU if the Ombudsman finds their complaint justified) can turn towards the Ombudsman on issues related to 'maladministration' by the EIB. Note that before going to the Ombudsman, an attempt must be made to resolve the case by contacting the EIB. In addition, the complaint must be made within two years of the date when the facts on which your complaint is based became known to you. You can write to the Ombudsman in any of the languages of the European Union. Additional details, including filing requirements and complaint forms, are available at: <http://www.ombudsman.europa.eu/atyourservice/interactiveguide.faces>