

A complainant of Roma nationality turned to the Office of the Commissioner for Fundamental Rights about discrimination at work, but withdrew his complaint, claiming that he had managed to resolve the conflict in the meantime. Subsequently, another employee of the institution concerned requested that the case be investigated further.

## CASE LAW MOSAIC

A complainant of Roma nationality who had been evicted due to the demolition of a flat owned by the local government and was living in a caravan in the same place asked for help to resolve his housing situation. On the basis of a signal by the Minority Ombudsman, the local family assistance service visited the family and drew the attention of the Mayor to the municipal care obligations of the municipality in case of circumstances endangering the life and physical integrity of the person in need.

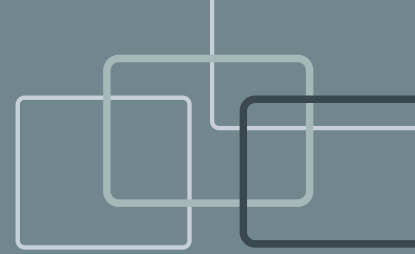
A complainant of Roma nationality had his contract for a municipal rental apartment terminated due to rent arrears and was placed under temporary guardianship. In his complaint, the complainant asked the Minority Ombudsman for help in resolving his housing conditions and his problems with guardianship.

A petitioner of Roma nationality complained that the building authority had ordered him to demolish his residential building within 180 days. He reported that they were raising four minor children, one of whom was severely visually impaired, in difficult financial circumstances. They are afraid that if their property is demolished, they and their children could end up on the street.

A public statue of emblematic value for a nationality community was removed from the façade of a property under renovation without prior consultation with the nationality self-government. In response to a request from the Minority Ombudsman, the property investor replied that the statue would be preserved and that it would be housed in a museum in the future. In her reply to the parties, the Minority Ombudsman stressed the importance of direct dialogue and consultation with the representatives of the nationality community concerned on the final placement of the work of art.

A petitioner spoke on behalf of Roma refugees from Ukraine. In his complaint, he complained about the discriminatory treatment of Roma at the Nyugati railway station, where he was told that Roma from Ukraine were received differently by volunteers and police officers than Ukrainian refugees. Due to the reorganisation of refugee care in Budapest, the Minority Ombudsman was no longer able to investigate the specific complaint, but indicated that she would keep a close eye on the conditions of provision of services to refugees.





In her response to the complaint, the Minority Ombudsman indicated that as of 21 March 2022, the refugee care services in Keleti and Nyugati Square, which were previously organised by volunteers – for which special thanks are due for the work of the non-governmental organisations – were moved to the BOK "B" Hall near Keleti Railway Station, where the Budapest Protection Committee has set up a new transit shelter for refugees on behalf of the Government.

The large transit shelter, located next to the Keleti railway station, provides several free services, such as a suitable waiting room, interpretation services, baby and child corner, toilets, medical care, telephone charging and internet access. The hall also houses staff from aid agencies who distribute food and other donations to the needy, mostly women and children. The BOK Hall also provides transport assistance for refugees, with a mobile MÁV international ticket office in the transit lounge and assistance for onward travellers to the Keleti and Nyugati Railway Stations and Liszt Ferenc International Airport.

The Minority Ombudsman stressed that she is confident that **refugees from Ukraine will be able to access the services and donations offered in the well-equipped transit shelters organised by the state, regardless of their nationality and without discrimination.**

In her reply, the Minority Ombudsman also pointed out that **after 24 February 2022, she would continuously monitor the conditions of reception, information and provision of services to refugees arriving from Ukraine.** In this context, she will liaise with the President and representatives of the National Ukrainian Self-Government, the Ukrainian nationality advocate, the government executives in charge of Roma affairs and, among other things, she visited the former humanitarian point at the Nyugati Railway Station, where she met with volunteers from NGOs. During her visit, she did not observe any specific problem of a similar nature to the one indicated in the complaint, which was related to the different treatment of refugees, but he nevertheless considered it very important that the petitioner had drawn his attention to the discriminatory phenomenon complained of. **Thanking the complainant for his comments, she encouraged him to provide more information in as much detail and with more precision as possible** if he learns of any further discrimination of a similar nature, as this will give the Minority Ombudsman a greater opportunity to identify and investigate the problems and shortcomings reported.