

On amendments to certain laws of Ukraine regarding the improvement of the system of emergency assistance to the population via the single telephone number 112

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i Information **S** Save **D** Document card **h** Document contents **Q** Text search **P** Text for printing



LAW OF UKRAINE

On amendments to certain laws of Ukraine regarding the improvement of the system of emergency assistance to the population via the single telephone number 112

The Verkhovna Rada of Ukraine **resolves**:

I. To amend the following laws of Ukraine:

1. [Part three of](#) Article 47 of the Law of Ukraine "On Road Traffic" (Vidomosti Verkhovnoi Rada of Ukraine, 1993, No. 31, Art. 338; 2013, No. 30, Art. 340) shall be worded as follows:

"On sections of roads, streets and at railway crossings, appropriate road signs are installed with information about the nearest healthcare facility that can provide emergency medical care or other medical assistance, the direction of travel and the distance to it, as well as the emergency medical call number 103 and emergency communication by the single telephone number 112."

2. In [the Law of Ukraine](#) "On the System of Emergency Assistance to the Population by the Single Telephone Number 112" (Vidomosti Verkhovnoi Rada of Ukraine, 2012, No. 49, p. 560 with the following amendments):

1) in [Article 1](#) :

in part one:

Paragraph 1 should be worded as follows:

"1) emergency communication - communication using interpersonal electronic communications services between the end user, the "112 Service" communication center (hereinafter referred to as the 112 Service) or the operational dispatch service for the purpose of requesting and receiving emergency assistance";

to supplement with paragraph 3¹ as follows:

"3¹) emergency service - a service that ensures the organization and provision of emergency assistance to the population (emergency and rescue service of civil protection - 101, police - 102, emergency medical assistance - 103, emergency gas service - 104)";

Paragraphs 4 and 5 should be worded as follows:

"4) operational and dispatch services - components of emergency services, which include the relevant services of state authorities and local self-government bodies that carry out emergency communications and process information about them, provide information support and coordinate the actions of emergency assistance units to the population and control the provision of such assistance;

5) emergency assistance units for the population - components of emergency services, which include fire and rescue units, emergency rescue and emergency services units, the National Police of Ukraine, other law enforcement agencies, emergency medical care and disaster medicine centers, other healthcare institutions of the emergency medical care system, which operate continuously and around the clock, are equipped with the necessary technical means and provide emergency assistance to the population";

to supplement paragraphs 6-10 with the following content:

"6) system of emergency assistance to the population using a single telephone number 112 (hereinafter referred to as the 112 system) - a set of entities defined by this Law that ensure the organization of emergency assistance to the population on the principle of a "single window" using technical means of electronic communications;

7) information and communication system 112 - a component of the 112 system, which is a functional subsystem of the unified information system of the Ministry of Internal Affairs of Ukraine and constitutes a set of software and hardware complexes and electronic communication networks intended for carrying out emergency communications, their processing, storage, and transmission of information about them to the relevant operational and dispatching services, which bring it to the attention of the relevant emergency assistance units to the population for the provision of such assistance;

8) other technical means of electronic communications - means of communication that provide access to the 112 Service and emergency services using SMS messages, messaging, video or other types of communication;

9) the principle of "single window" - the principle according to which access to all emergency services or one of them is provided by a single telephone number 112;

10) Public Safety Answering Point (PSAP) - a physical location where emergency communications are provided in the first instance";

to be supplemented with a second part of the following content:

"2. Other terms are used in this Law in the meanings given in the Civil Protection Code of Ukraine, in the laws of Ukraine ["On Protection of Personal Data"](#) , ["On Information"](#) , ["On Protection of Information in Information and Communication Systems"](#) , ["On Electronic Communications"](#) , ["On Emergency Medical Care"](#) ;

2) in [Article 3](#) :

Part two should be worded as follows:

"2. The subjects of the 112 system include the 112 Service, operational dispatch services, and emergency assistance units for the population";

after part two, add a new part with the following content:

"3. The 112 service is a public safety answering point (PSAP) and a structural unit of an institution that falls under the jurisdiction of the Ministry of Internal Affairs of Ukraine."

In this regard, parts three and four shall be considered parts four and five, respectively;

in part four, the words "emergency assistance units for the population" shall be replaced with the words and numbers "emergency services 101, 102, 103 and 104";

to be supplemented with part six of the following content:

"6. The 112 system provides access to the single telephone number 112 and the emergency service telephone numbers 101, 102, 103 and 104 to all persons located on the territory of Ukraine, including persons with disabilities and persons who do not speak the state language, using voice calls and other technical means of electronic communications";

3) in [part one of](#) Article 4, the words "and round-the-clock" shall be replaced with the words "round-the-clock urgent".

4) in [Article 5](#) :

in part three:

Delete the third paragraph of paragraph 4;

to add paragraph 8 with the following content:

"8) ensuring information to the population, including persons with disabilities and persons who do not speak the state language, about the functioning of the single telephone number 112, its use and special features";

Part four shall be supplemented with paragraph 3 with the following content:

"3) in cooperation with the Ministry of Internal Affairs of Ukraine, informing the population, including persons with disabilities and persons who do not speak the state language, about the functioning of the single telephone number 112, its use and special features";

5) in [Article 6](#) :

in part one:

in the first paragraph, the word "provide" shall be replaced by the word "provides";

in paragraph 1, the word "acceptance" shall be replaced by the word "implementation";

in paragraph 2, the words "emergency assistance units for the population" shall be replaced by the words "emergency services";

Paragraph 4 should be worded as follows:

"4) feedback to the end user throughout the entire time of emergency assistance";

to add paragraph 6 with the following content:

"6) recording the process of organizing the provision of emergency assistance (recording the time and process of information flow in the information and communication system 112)";

parts three and four shall be worded as follows:

"3. Operators of the 112 Service carry out emergency communications, process them, and immediately transmit information about such communications, their audio recordings and other data (if available) to the relevant operational dispatch services."

4. To ensure the processing of emergency communications by emergency service telephone numbers 112, 101, 102, 103 and 104, the 112 Service and operational dispatch services have the right to use information contained in the databases of providers of electronic communications networks and/or services, in particular:

for a fixed voice subscriber - subscriber number, surname, first name, patronymic (if available), name and address of the terminal equipment and other subscriber network identifiers (if available);

for a mobile subscriber – the subscriber's number and location of the subscriber's terminal equipment at the time of emergency communication";

in part five:

Paragraph 1 should be worded as follows:

"1) receiving emergency communications and information about them from the 112 Service";

to add paragraph 6 with the following content:

"6) interaction with the 112 Service";

Parts seven and eight shall be worded as follows:

"7. The procedure for transferring calls during emergency communications is determined by the central executive authority in the areas of electronic communications and radio frequency spectrum.

8. Information about emergency communication, the end user who made it, and other data regarding such communication shall be stored in the 112 information and communication system for five years";

6) to supplement Articles 6-1 6-2 ^{with following} content:

^{1.}
" **Article 6** Access to data and metadata

1. The central executive body implementing state policy in the field of the national geospatial data infrastructure shall ensure access of the 112 Service and operational dispatch services to geospatial data and metadata of the national geospatial data infrastructure using the services of the national geoportal in accordance with [the Law of Ukraine](#) "On the National Geospatial Data Infrastructure".

^{2.}
Article 6 Protection of personal data

1. Subjects of the 112 system are obliged to:

1) ensure the confidentiality and security of personal data processing, as well as the protection of fundamental human rights and freedoms, in particular the right to privacy, in accordance with the law;

2) ensure the confidentiality and security of data entered, processed and stored in the information and communication system 112, in accordance with the laws of Ukraine ["On the Protection of Information in Information and Communication Systems"](#) and ["On the Protection of Personal Data"](#) ;

7) [Article 7](#) shall be amended as follows:

" **Article 7.** Financial and logistical support of the 112 system

1. Financial and logistical support of the 112 system, including financing the creation, operation and maintenance of the 112 information and communication system, connection of the 112 Service to electronic communication networks, is carried out at the expense of state and local budgets, as well as other sources not prohibited by law";

8) to supplement Article 7 ¹ with the following content:

^{1.}
" **Article 7** Responsibility for violation of laws in the field of emergency assistance to the population

1. Persons guilty of violating laws in the field of emergency assistance to the population shall be held liable in accordance with the law";

8) in the text [of the Law](#) , the words "emergency call" and "112 centers" in all cases and numbers shall be replaced, respectively, with the words and numbers "emergency communication" and "112 Service" in the corresponding case and number.

3. In [part one of](#) Article 4 of the Law of Ukraine "On Emergency Medical Care" (Vidomosti Verkhovnoi Rada of Ukraine, 2013, No. 30, p. 340), the words "emergency call" shall be replaced with the words "systems of emergency assistance to the population".

4. [Paragraph 5](#) ¹ — of part one of Article 23 of the Law of Ukraine "On the National Police" (Vidomosti Verkhovnoi Rada of Ukraine, 2015, No. 40-41, p. 379; as amended by the Law of Ukraine dated March 15, 2022 No. 2123-IX) shall be worded as follows:

¹
"5) carries out emergency communications by telephone number 102, processing and using information transmitted to the police by providers of electronic communications networks and/or services in cases and in the manner provided for by [the Law of Ukraine](#) "On Electronic Communications".

5. In the Law of Ukraine "On Electronic Communications" dated December 16, 2020 [No. 1089-IX](#)):

1) [Article 19](#) shall be supplemented with part five of the following content:

"5. Disconnection of terminal equipment to units of the Ministry of Defense of Ukraine, the Security Service of Ukraine, the State Bureau of Investigation, the National Anti-Corruption Bureau of Ukraine, the Bureau of Economic Security of Ukraine, the Foreign Intelligence Service of Ukraine, the State Service for Special Communications and Information Protection of Ukraine, the Ministry of Internal Affairs of Ukraine, the National Police of Ukraine, the central executive body implementing state tax policy, the central executive body implementing state customs policy, the central executive body implementing state policy in the field of civil protection, and lines of electronic communication networks (communication lines) of emergency services shall be carried out in accordance with the procedure established by the Cabinet of Ministers of Ukraine";

2) in [part two](#) of Article 43:

Paragraph 7 should be worded as follows:

"7) the central executive body implementing state policy in the field of civil protection";

to add paragraph 18 with the following content:

"18) local and voluntary fire protection (in terms of using the radio frequency spectrum of Ukraine)";

3) in [paragraph 3](#) of part one of Article 103, the words "emergency calls" shall be replaced by the words "emergency communications";

4) parts [one](#) and [five](#) of Article 118 shall be worded as follows:

"1. Providers of electronic communications services are obliged to provide end users, including persons with disabilities, with an electronic communication call service free of charge and to ensure connection with the "Service 112" communication center at the single telephone number 112 and with operational dispatch services that carry out emergency communications at telephone numbers 101, 102, 103 and 104, as well as to provide information about such communications to the "Service 112" communication center and operational dispatch services";

"5. To ensure high-quality and timely processing of emergency communications received by the "112 Service" communication center and operational dispatch services at telephone numbers 112, 101, 102, 103 and 104, providers of electronic communications networks and/or services must provide the "112 Service" communication center and operational dispatch services with information about calls (emergency communications):

for a fixed voice subscriber - subscriber number, surname, first name, patronymic (if available), name and address of the terminal equipment and other subscriber network identifiers (if available);

for a mobile subscriber - the subscriber's number and location of the subscriber's terminal equipment at the time of emergency communication";

5) [paragraph 5](#) of part one of Article 119 shall be worded as follows:

"5) location data, which includes any data processed by the provider of electronic communications services when providing electronic communications services, including the location of terminal equipment. This requirement does not apply to the transmission of location data of a subscriber making an emergency communication to the "112 Service" communication center and emergency services by telephone numbers 112, 101, 102, 103 and 104."

II. Final provisions

1. This Law shall enter into force three months after the date of its publication, except for paragraph 2 of this section, which shall enter into force on the day following the date of publication of this Law.

2. The Cabinet of Ministers of Ukraine, within three months from the date of entry into force of this Law:

develop and approve an action plan for the creation and phased implementation of the 112 system within three years from the date of entry into force of this Law;

adopt regulatory legal acts provided for by this Law;

bring its regulatory legal acts into compliance with this Law;

to ensure that ministries and other central executive bodies bring their regulatory legal acts into compliance with this Law.

3. The Cabinet of Ministers of Ukraine shall, within one month from the date of commissioning of the 112 system, develop and approve a plan of measures to inform the population, including persons with disabilities and persons who do not speak the state language, about the functioning of the single telephone number 112, its use and special features.

President of Ukraine

V. ZELENSKYI

**Kyiv
September 7, 2022
No. 2581-IX**

