

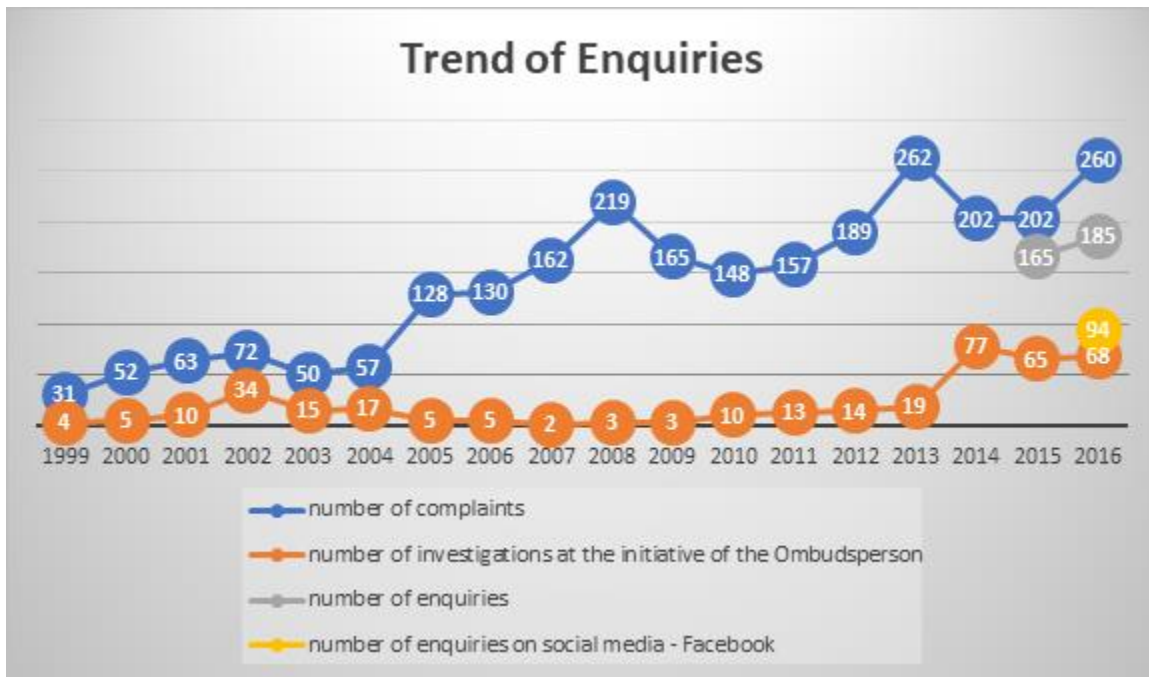
**ANNUAL REPORT OF THE OFFICE OF THE EQUAL OPPORTUNITIES
OMBUDSPERSON**

GENERAL STATISTICS 2016

In 2016 The Office of the Equal Opportunities Ombudsperson received **260 complaints**, **185 inquiries via email**, **94 enquiries via the Facebook** social media page, and **68 investigations** on discrimination were started at the initiative of the Ombudsperson.

The results of the Equal Opportunities Ombudsperson’s investigations in 2016 are demonstrated in tables and figures below.

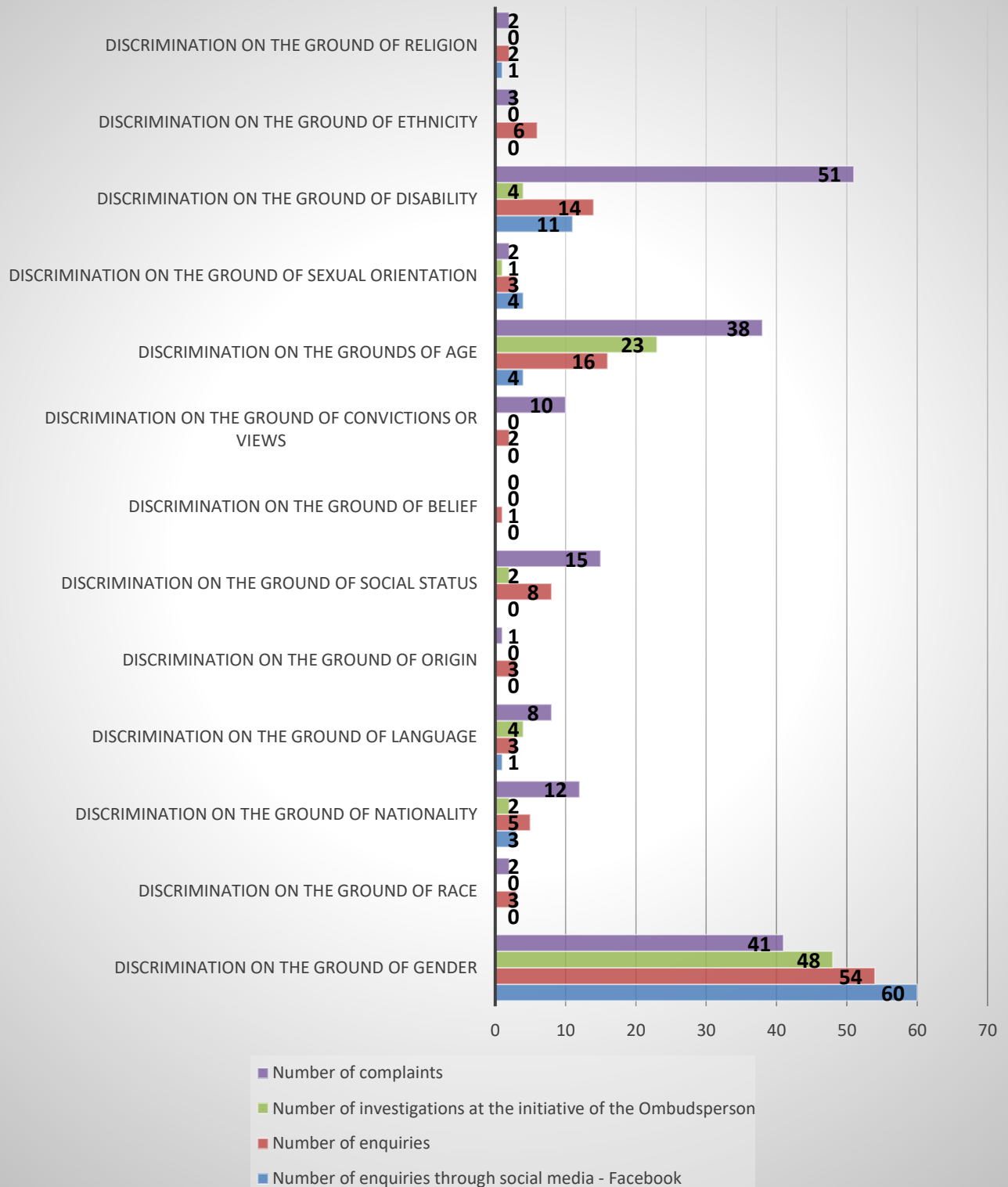
Trend of the Enquiries



Discrimination cases investigated in 2016 (numbers and grounds)

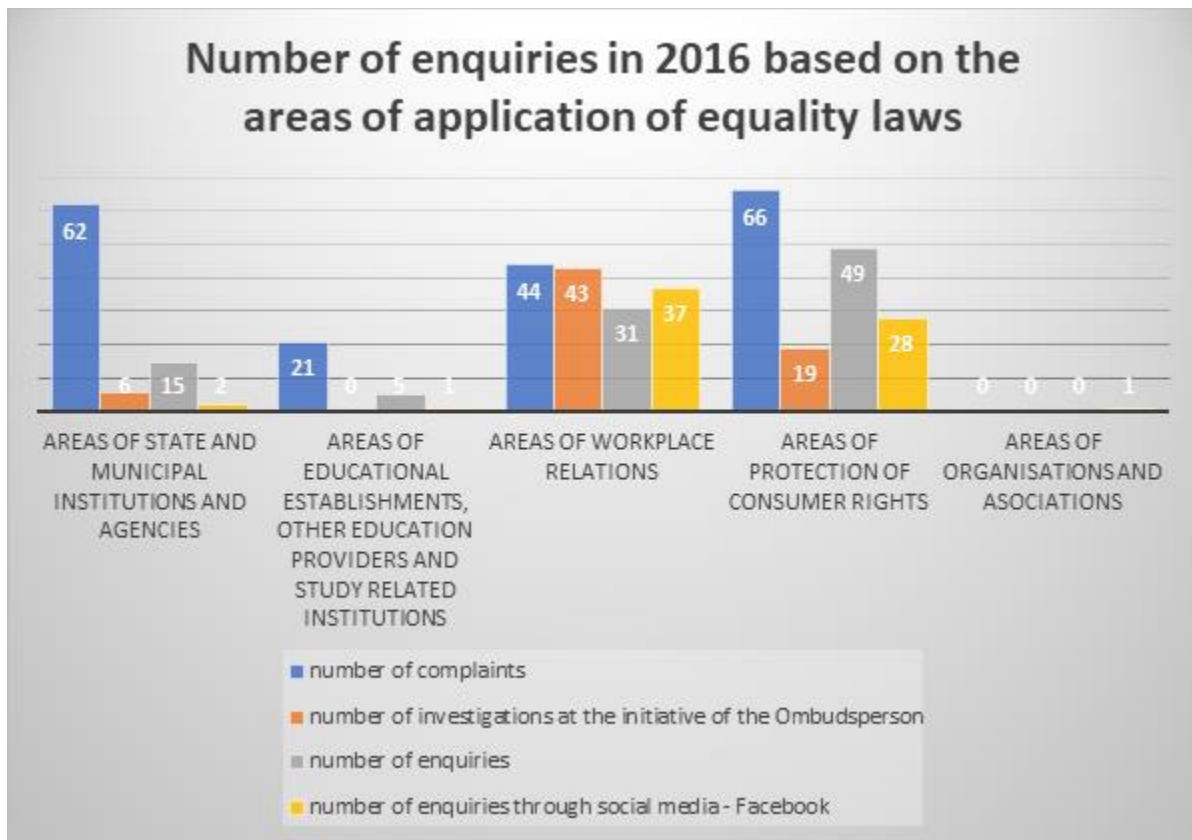
In 2016 the largest number of complaints of possible discrimination, was received on the basis of **gender** - 202 complaints, which is 31.5% of all enquiries, on the basis of **age** - 81 (12.5%), on the basis of **disability** - 80 (12.4%). On other grounds, there were considerably fewer cases of possible discrimination: on the basis of **social status**, there were 25 enquiries, 22 enquiries on the basis of **nationality**, 16 enquiries on the basis of **language**, 12 on the basis of **convictions or views**, 10 on the basis of **sexual orientation**, 9 on the basis of **ethnicity**, 5 enquiries both for the basis of **race** and the basis of **religion**, 4 enquiries on the basis of **origin**, and 1 enquiry on the basis of **faith**.

Received enquiries based on grounds of discrimination



Distribution of investigated discrimination cases in 2016 by the areas of application of equality laws

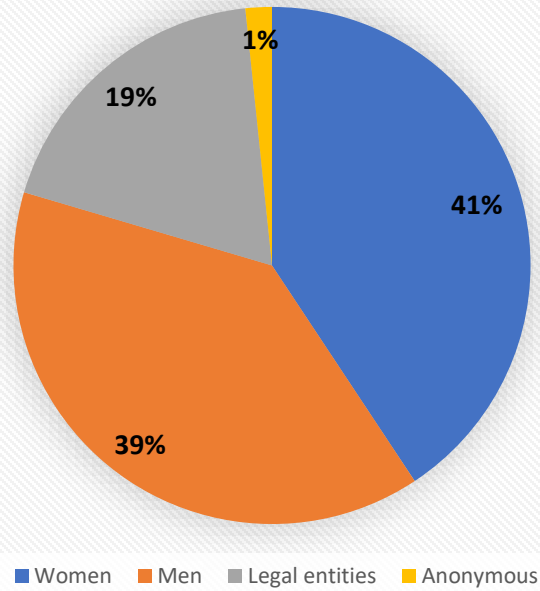
Most of the complaints to the Equal Opportunities Ombudsperson for possible discrimination were in the **areas of protection of consumer rights** (162 complaints), **workplace relations** (155 complaints), **state and municipal institutions and agencies** (85 complaints).



Distribution of persons submitting complaints

In 2016 enquiries to the Office of the Equal Opportunities Ombudsperson were mostly made by **natural persons**: **41%** of the enquiries were made by **women**, **39%** of the enquiries were made by **men**, **legal persons accounted for 19%** of enquiries, **anonymous enquiries were - 1%**.

Distribution of persons submitting complaints



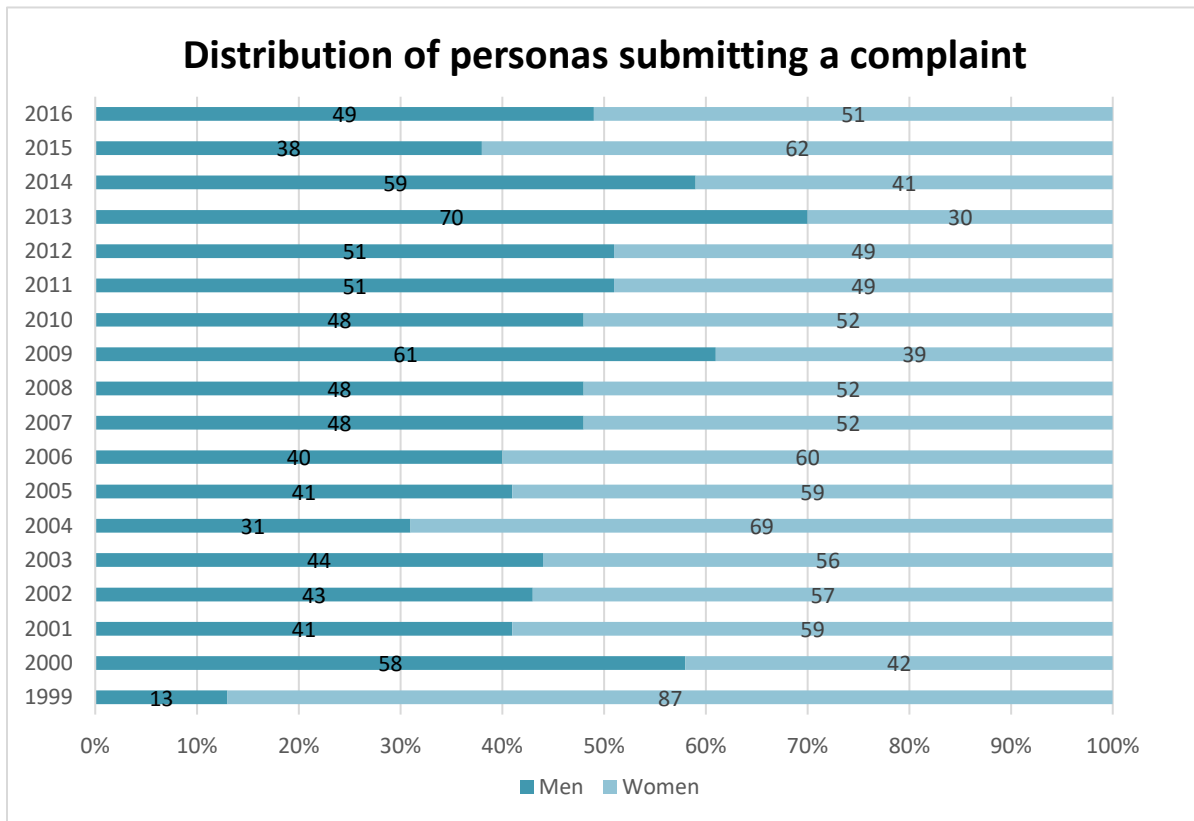
In 2016, complaints about possible discrimination addressed to the Office, more often came from **men (151 complaints)** than **women (88 complaints)**. **Legal persons filed 20 complaints**, and **1 complaint was anonymous**. Enquiries more often came from **women (81 enquiries)** than **men (58 enquiries)**, while **legal persons submitted 37 enquiries** and **9 enquiries were anonymous**. Through the Equal Opportunities Ombudsperson's social media Facebook page, most of the enquiries came from **women - 71 times**, while **men enquired 23 times**.

Distribution of persons submitting a complaint by the type of enquiry



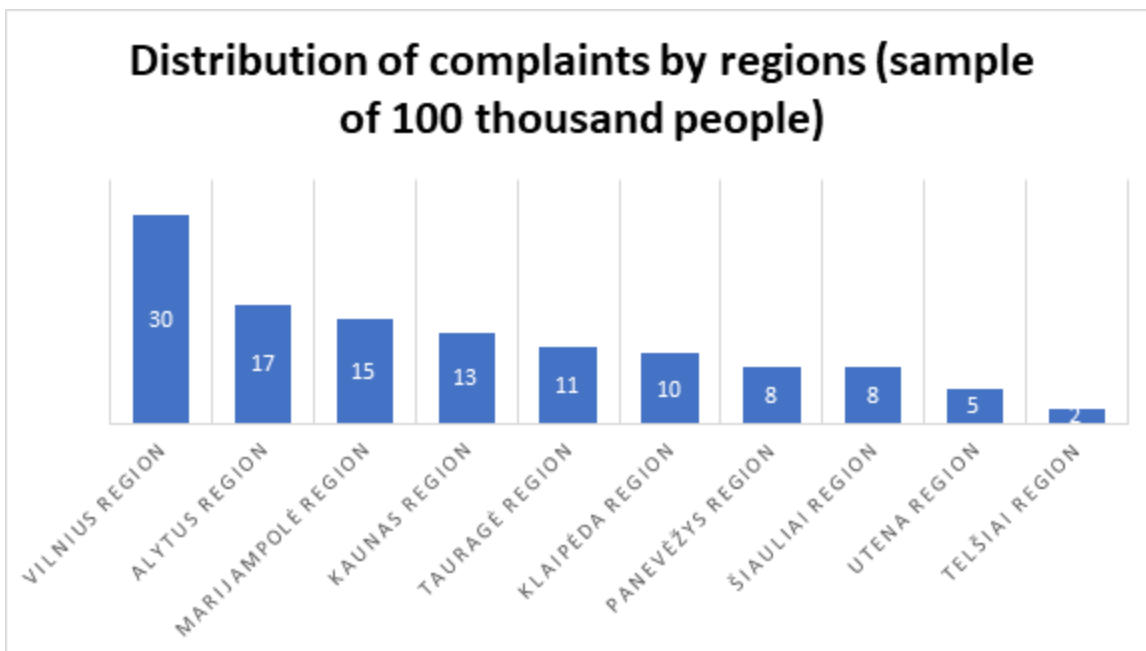
Distribution of persons submitting complaints by sex

The chart below shows how the distribution of persons submitting complaints by sex has varied over the years since the establishment of the Office.



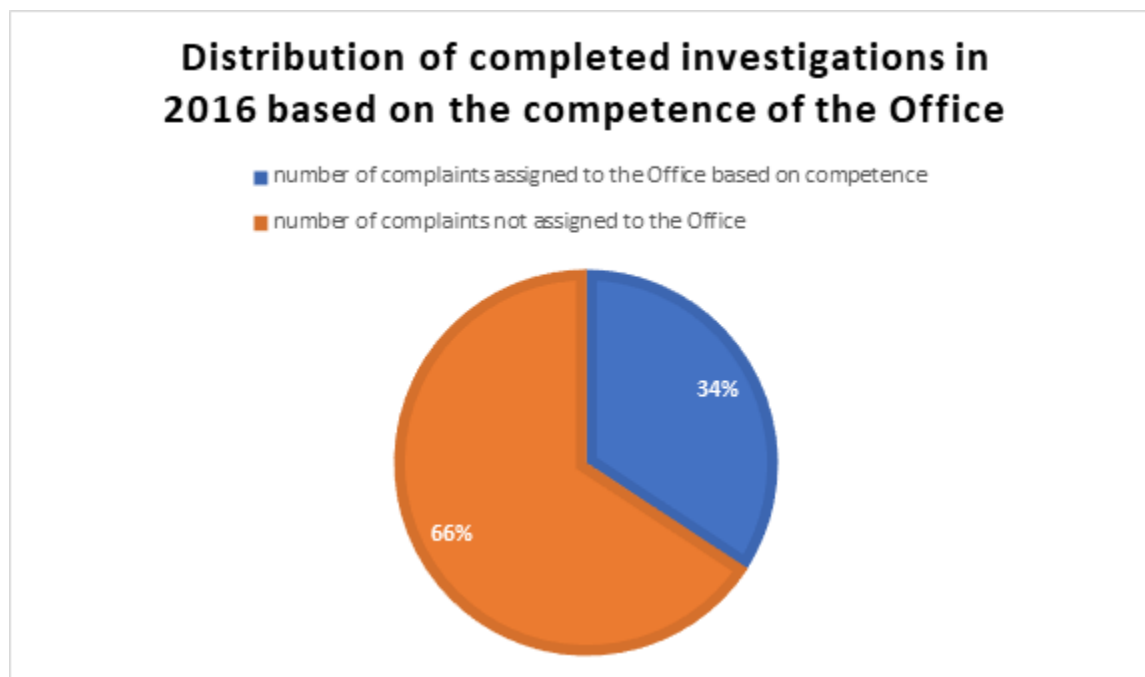
Distribution of complaints by regions (sample of 100 thousand people)

The analysis of the people who submitted a complaint shows that most often the residents of the Vilnius region take action regarding possible discrimination. In 2016, out of **100 thousand regional inhabitants**, **30** people who complained to the Equal Opportunities Ombudsperson were from the **Vilnius region**. Relatively active are the inhabitants of **Alytus and Marijampolė regions**, respectively, with **17** received complaints from Alytus and **15** from Marijampolė. The most passive residents are from the **Telšiai region** - from 100 thousand people, only **2** complaints were received from this region.

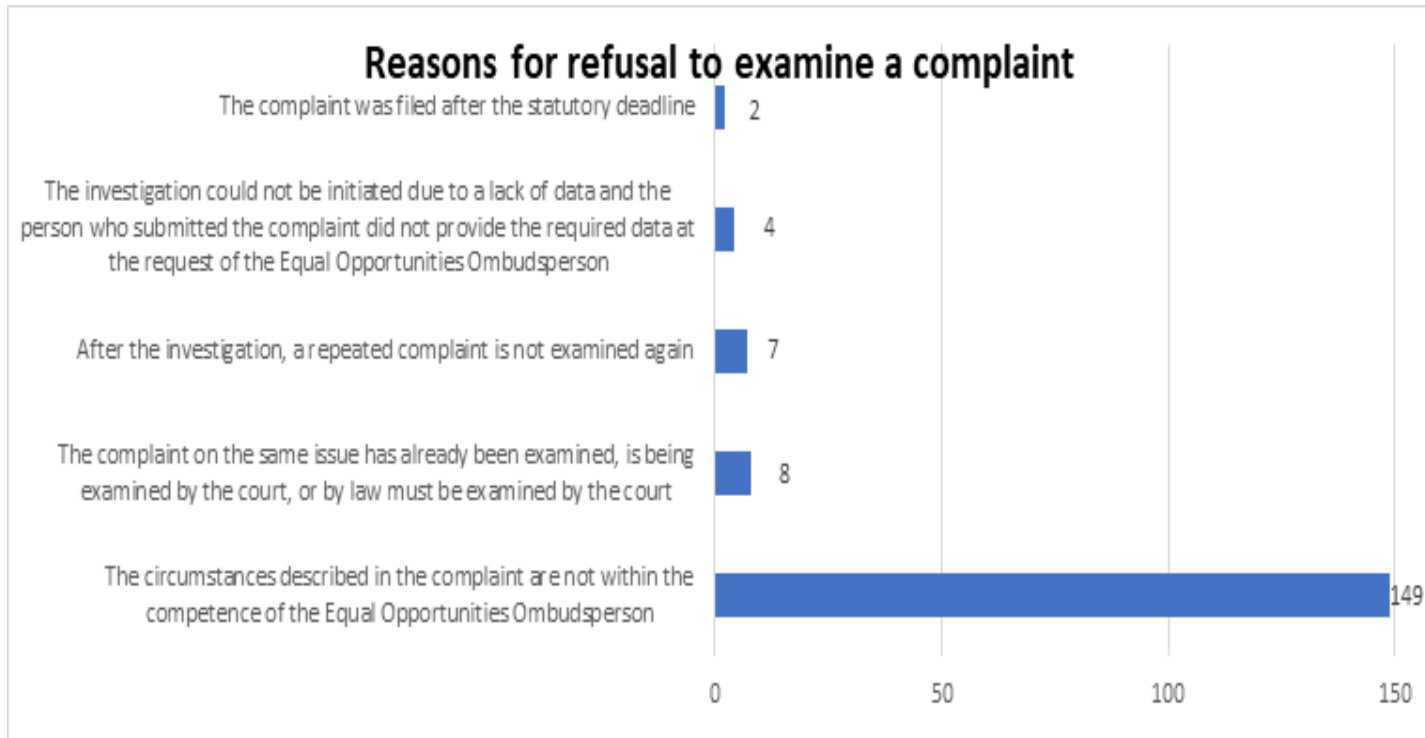


Distribution of completed investigations based on the competencies of the Office

The Equal Opportunities Ombudsperson starts investigations on their own initiative or on the basis of complaints. In 2016, **328 investigations** were launched, **154** of which (**34%**) were completed based on competence, **170** were refused (**66%**), and **4** investigations were not completed yet.



Reasons for refusal to examine a complaint

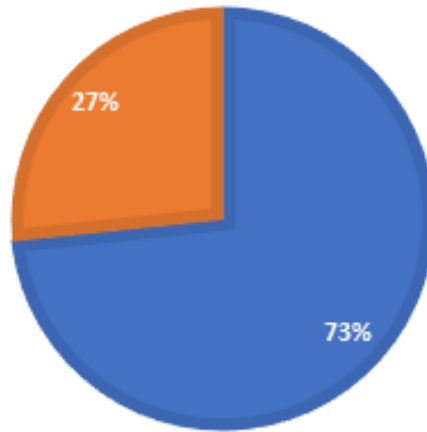


Distribution of justified / unjustified investigations

In 2016, **113 (73%)** of the 154 Equal Opportunities Ombudsperson's investigations were justified and **41 (27%)** infringements were not justified.

Distribution of justified / unjustified investigations

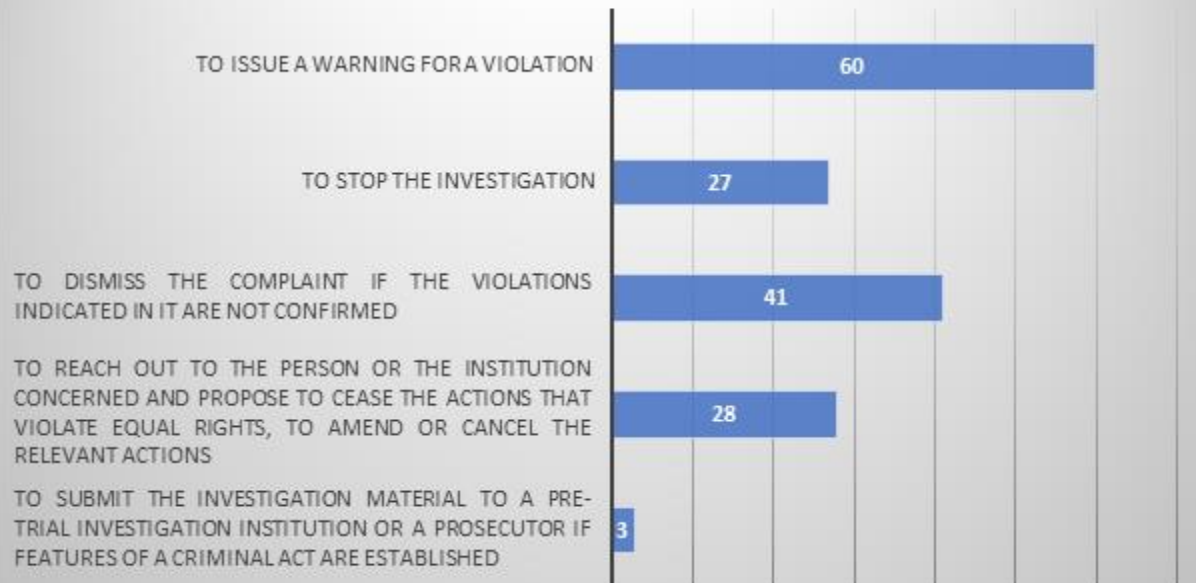
■ justified infringements ■ unjustified infringements



Number of decisions

In 2016, **159 decisions** were made according to the competence of the Office of the Equal Opportunities Ombudsperson.

Number of decisions



In 2016, the Ombudsperson, in accordance with Article 24, page 2 of the Law on Equal Opportunities for Women and Men (the wording of the law until 31 December 2016), after having established a violation of equal opportunities in **28 cases**, has decided to reach out to the person concerned and propose to cease the actions violating equal opportunities or to amend or repeal the administrative act or decision (or part thereof) related to the violation of equal opportunities. Out of the 28 aforementioned recommendations made in the adopted decisions **15 have already been implemented, 12 are being implemented, and 1 has been refused**. The recommendation was refused by the Širvintos District Municipality Administration, which has chosen not to comply with the decision of the Equal Opportunities Ombudsperson.