

Recommendations for Government Agencies
Coordinating Emergency Services



Housing
destrayod in
the Conflict



A single overarching government agency should be responsible for coordinating all activities related to relocating affected residents and providing temporary housing during emergencies.



A national information center should be established to handle all public inquiries during emergency situations.



OFFICE OF THE STATE COMPTROLLER
AND OMBUDSMAN



State of Israel

The Ombudsman of
Israel Responds to an
Emergency Situation



Property damage
from a missile
attack

In June 2025, Israel was in a state of emergency for **twelve** days due to hostilities with Iran.

The Ombudsman received an influx of complaints relating to the emergency situation.

- Israel was struck by **1,000** ballistic missiles and attack drones causing extensive damage to homes and infrastructure.
- **11,000** residents were displaced and relocated in temporary accommodations.
- **52,000** requests for compensation were filed for property damage related to the hostilities to property.
- Municipalities and the Compensation Fund were required to provide immediate support to address damage and urgent needs.



The Ombudsman and the Director of the Ombudsman Office meeting displaced persons at a relocation center

Crisis Response - The Ombudsman in a State of Emergency

- Dedicated hotline and WhatsApp line
- **28** service desks were established, in temporary relocation centers, to help victims onsite.
- The Ombudsman and his senior staff immediately visited the affected areas, hospitals, and relocation centers. They assessed the government agencies' ability to assist the displaced.
- **700** inquiries were received during June 2025 regarding the emergency situation with Iran.
- **303** emergency-related complaints were investigated.
- **52%** of the emergency-related complaints were successfully resolved



Ombudsman staff resolves individual difficulties at a temporary relocation center

Complaint Resolution Examples

As a Result of the Ombudsman's Intervention -

- A displaced seventh grade special education student received a computer from the Department of Education allowing him to continue his studies
- An elderly couple's home was seriously damaged, but it had not been inspected by an adjuster and they did not receive compensation. The Ombudsman identified the cause of the delay and the payment was issued.
- A family whose home was damaged did not receive preliminary financial assistance because the relevant government agency lacked their contact details. The Ombudsman contacted the agency, supplied the missing information, and the payment was made.
- The Public Housing Agency repaired the reinforced steel door to the safe room in the apartment of a family that includes a wheelchair user, significantly improving their safety during explosions.
- A patient who had undergone an MRI before the onset of hostilities did not receive the results of the test; due to the Ombudsman's intervention the delayed results were quickly delivered to the patient.