



REPUBLIC OF ANGOLA
INSTITUTION OF THE OMBUDSMAN



THE GUIDE OF THE OMBUDSMAN



DATASHEET

Title

The Guide of the Ombudsman

Property

Ombudsman

Address

Avenida 1.º Congresso do MPLA, Edifício do
Palácio da Justiça 11th e 12th Floors

Coordination and Supervision

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Who is the Ombudsman?

The Ombudsman is a Public Independent Entity of the State whose mission is to defend the rights, freedoms and the guarantees of the citizens, assuring through informal means the justice and the legality of the activity of the Public Administration.



How can a citizen lodge a complaint to the Ombudsman?

Citizens may submit complaints to the Ombudsman verbally, by writing a letter, telephone, electronic messages, whatsapp, email, through the call centre (Free call). Submissions are also made in person at the office of the Ombudsman.



What are the elements that should be included in a complaint?

- Description of the occurrence
- The date
- Identity of the Complainant
- The identity of the transgressor, if possible
- Signature of the Complainant
- Elements of proof



What are rights, freedoms and guarantees of the citizens?

These are all the rights related to the citizens such as the right to health, the right to education, the right to food, the right to life, the right to justice, the right to work, the right to freedom of expression, the right to a fair and a speedy trial and other fundamental rights that are part of the Constitution.



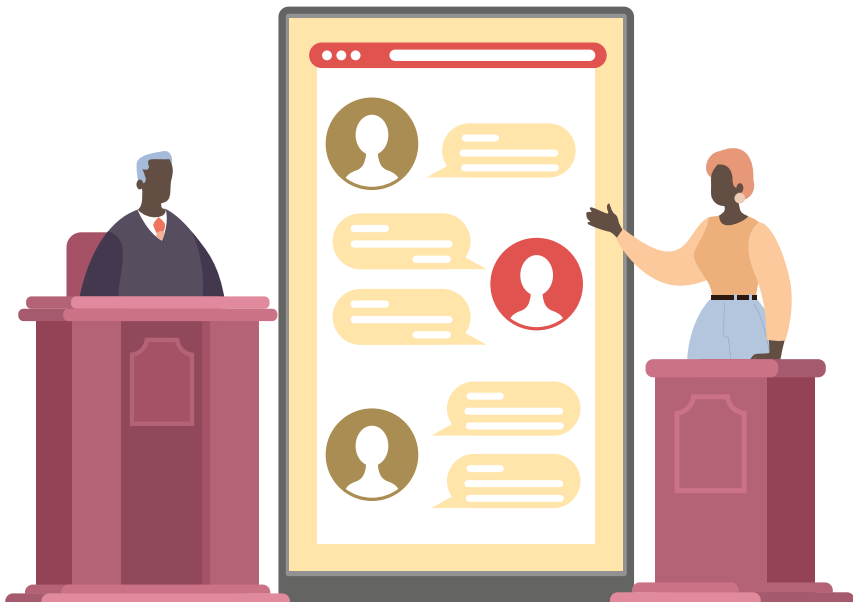
Who elects the Ombudsman?

The Ombudsman is elected by the National Assembly by vote of the absolute majority of Member of the National Assembly and is sworn in before the President of the National Assembly for a five years mandate renewable once only.



What does the Ombudsman do?

- The Ombudsman is the defender of the citizen
- The ombudsman ensures justice and the legality of the acts of the Public Administration through informal means



What is meant by informal means?

It means that letters addressed to the Ombudsman are not required to have a stamp, neither does the contact have to be made through a lawyer to communicate with the Ombudsman. All that is needed is to submit a letter or make a telephone call, send an email or request to see the Ombudsman in person.



Which public entities are subjected to the Ombudsman's action?

The Following public entities are subjected to the Ombudsman's action:

- Local and Central State Organs and Public Administrations Services;
- Defence and security National Organs (Police and Military);
- Public funded enterprises and Institutions;
- Public Association and other public entities;
- Private Entities that exercise Public Powers or that supply services of public interest;
- Local Government



Who can lodge a complaint to the Ombudsman?

All citizens and collective persons (enterprises) that see that their rights are being violated or threaten may submit a complaint to the ombudsman.



What are the mandates of the Ombudsman?

The mandates and functions of the Ombudsman are:

- To provide recommendations for public agencies in order to correct possible illegal acts committed by the Organs and agents of the Public Power;
- To visit penitentiary establishments, orphanage, nurse homes, hospitals and similar services;
- Conduct visit to all institution subject to its mandate;
- To foster the promotion and protections of the fundamental rights, freedoms and the guarantees of citizens according to the law.



Where is the office of the Ombudsman located?

The Office of the Ombudsman is located at 11th and 12th floors of Palácio da Justiça, Rua 17 de Setembro, Cidade Alta, Distrito Urbano da Ingombota, Luanda.

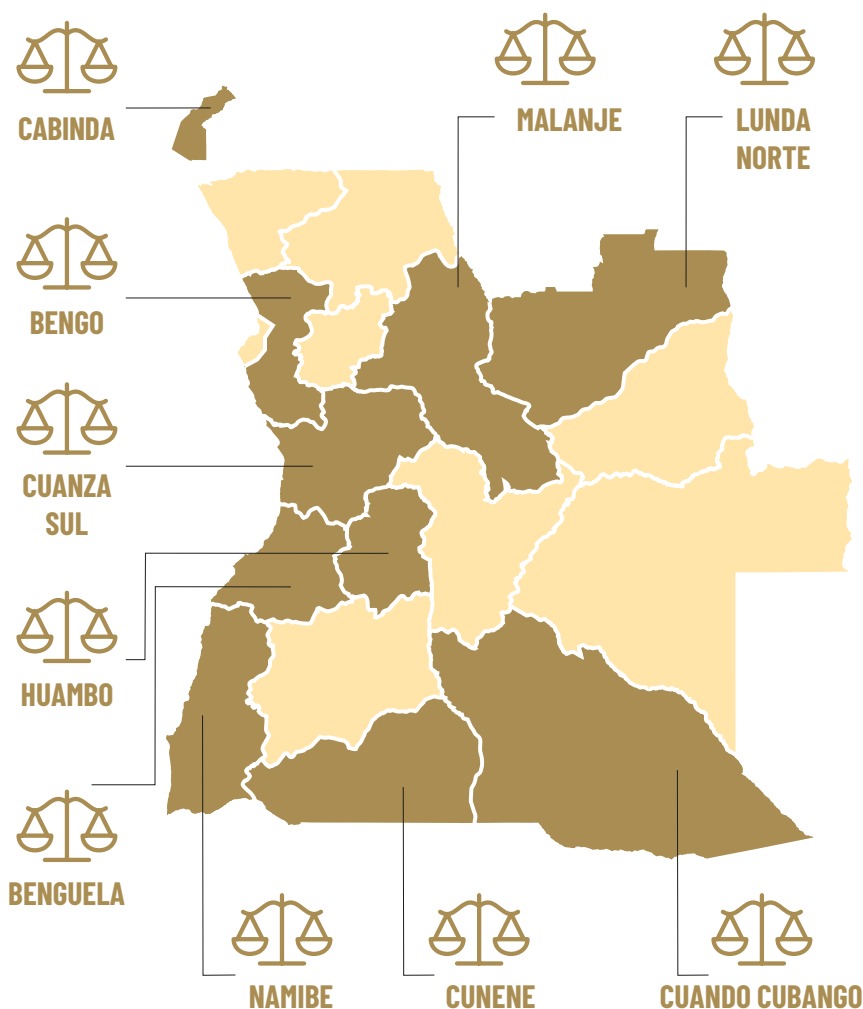


What are the Contacts of the Ombudsman?

The telephonic contact number are:
Cellphones: +244 935177023 / +244 941121550 Tel.: +244 222371071
Fax: 2223339994
The Email: provedor@provedordejustica.ao

The Ombudsman has representation in almost all the provinces in the Country

Currently the Ombudsman is represented in the following provinces



For the defence of the rights, freedoms and guarantees of the Citizens

Support

United Nations Development
Programme -UNDP



*Empowering lives.
Strengthening Nations.*



PROVEDOR DE JUSTIÇA

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