



REPUBLIC OF ANGOLA
OMBUDSMAN

ANNUAL SUMMARY OF ACTIVITIES OF THE YEAR 2022



PROVEDOR DE JUSTIÇA

Annual Summary of the
Activities of the Ombudsman
of Justice of Angola,
referring to the Year 2022

March/2023



PROVEDOR DE JUSTIÇA

Translation of the Original Version

DATASHEET

Title

ANNUAL SUMMARY OF ACTIVITIES
OF THE YEAR 2022

Caption

Annual Summary of the Activities of the Ombudsman
of Justice of Angola, referring to the Year 2022

Property

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INTRODUCTION

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INTRODUCTION

The Ombudsman, being an independent public entity elected by the National Assembly, is seen as the informal element of the Justice System, which, without decision-making powers, without costs, nor the formalism of the legal procedure, acts in the field of relations between citizens and administrative entities, in a very specific way of approaching, differing, to a certain extent, from the approach taken by the entities that make up the Justice Administration System.

The activity of the Ombudsman of the Republic of Angola is based on the provisions of the Constitution and the legislation in force in the country. In addition to these, it is also governed by Treaties, Conventions and other international instruments to which the Republic of Angola is a party, in terms of fundamental rights, freedoms and guarantees, as well as the Venice Principles, relating to the institutions of the Ombudsmen. According to this document, the Ombudsman must base his activity on the principles of independence, administrative, financial and property autonomy, and must be able to exercise his activity.

The Ombudsman of the Republic of Angola performed his duties in 2022 in a scenario of institutional and functional normality and if during 2021 his activity was conditioned by the pandemic caused by COVID-19 and the restrictions of a financial and budgetary nature, in 2022 there was a slowdown in the restrictions measures, a significant improvement in the Ombudsman's budget and the effective implementation of both the Law on the Statute of the Ombudsman and the Law that establishes the rules on the organization and functioning of the Ombudsman's Office, in accordance with Law No. 18/21, of 16 August, Constitutional Revision Law.

Among other actions by the Ombudsman's Office, the following stand out:

- a) In terms of reinforcing institutional cooperation with national entities, visits were made to 11 of the 18 provinces in the country, various municipalities and visits within the scope of reinforcing cooperation with the President of the National Assembly and members of the 10th Commission of the National

Assembly and at the level of from the executive, meetings with the Minister of Territorial Administration, Provincial Governors and Deputy Governors of the Provinces visited, the General Commander of the National Police, Presidents of the Boards of Directors and of the Executive Committee of companies of the Public Business Sector, Provincial Delegates of the Ministries of Justice and Human Rights and the home affairs, Provincial Directors of the Criminal Investigation Service, Directors of Penitentiary Establishments, Commanders of National Police Stations, among others;

- b)** In the field of improving the mechanisms for raising the awareness of public servants for the fulfilment of the Duty of Cooperation, it is worth highlighting the holding of a Cycle of Lectures in relations to the Week of the Ombudsman with the theme: “The responsibility of the CPLP States in cases of violation of the Fundamental Rights of Citizens” aimed at the Targeted Entities, the holding of a lecture on the theme “From the Inquiry of Bad Administration to the Defence of Human Rights” aimed at the Administration of Justice bodies and the holding of the Cycle of Allusive Conferences the commemoration of the 74th Anniversary of the Universal Declaration of Human Rights under the motto “The role of the Ombudsman in defending vulnerable citizens”. At a national level, lectures were held in all the provinces visited and, in Luanda, academic lectures were held at Universities Jean Piaget and Lusíadas;
- c)** In terms of expansion of Provincial Services, throughout 2022 three (3) new Provincial Services were created in the provinces of Benguela, Cuando Cubango and Namibe, within the framework of cooperation between the Ombudsman Service and the Provincial Governments. With these services and considering the province of Luanda, 10 (ten) Provincial Services are now fully operational;

The axes of the Ombudsman’s activity for the medium and long term point to the progressive reform of the legal framework that contributes to the materialization of his mission and attributions; the development of projects and initiatives within the scope of citizens’ fundamental rights; the promotion and reinforcement of the

relationship between the citizen and the Ombudsman; the promotion and reinforcement of the relationship between the Ombudsman and the State's central and local Public Administration; the promotion of communication, information and dissemination actions of the institution internally and externally; the strengthening of international relations with other Ombudsmen and organizations operating in the field of defense and promotion of human rights, among others.

In this sense and within the scope of the reform, a priority throughout the year was the elaboration of proposals for a Law to revise Law n.º 29/20, of July 28th and Law n.º 27/20, of July 20th, which approve the Organic Law of the Statute of the Ombudsman and the Ombudsman, respectively, to Law n.º 18/21, of 16 August, Constitutional Revision Law.

In this way, the legislation will be in line with the provisions of the Constitution of the Republic of Angola and will make it possible to adjust the status of the Ombudsman, on the one hand, and the organization and functioning model of the Ombudsman, on the other, in order to make the body more efficient.

The implementation of the Ombudsman's Institutional Communication Plan took significant steps with the construction and operation of the Ombudsman's portal (www.provedordejustica.ao) capable of hosting all relevant multimedia information and an integrated complaints management system, inaugurating, thus, a new era in the field of restructuring information and communication technology infrastructures.

Within the scope of the Annual Work Plan between the Ombudsman and the United Nations Development Program (UNDP), in 2022, the first phase of the Project for virtual hearings of the Ombudsman was implemented, in order to ensure the non-face-to-face hearings for the formulation of complaints, covering citizens residing inside and outside the country. The implementation of the first phase took place in 2022, with coverage in terms of information equipment for 5 municipalities in the 18 provinces of the country.

And for the dissemination of the activity of the Ombudsman in the year 2022, communication materials, magazines, newsletters (newsletters), conference con-

tent, in addition to the dissemination of activities of the Ombudsman Justice on social media. it was an important step towards Ombudsman-State and Ombudsman-Citizen communication.

Reinforcement of activities, in matters relating to competences, especially for vulnerable social segments, with actions aimed at child protection, especially towards the materialization of the 11 Commitments assumed by the State in favor of children; to needy families in different communities in our country, to women, the elderly and people with disabilities. This was the basis of the activity carried out in reference to the 74th anniversary of the Universal Declaration of Human Rights. “The Protection of People in Vulnerable Situations”.

Significant steps were taken towards the operationalization of the Ombudsman’s free telephone line, with the assignment of the short number “138” by the National Institute of Communications (INACOM). This task is particularly relevant as it forms the basis of the priority mechanism for complaints of violations for vulnerable groups.

As regards International Activity, the participation of the Ombudsman stands out, including bilateral meetings, the signing of Cooperation Agreements, participation in the organizations of the International Institute of Ombudsmen (IOI), Association of Ombudsmen of Africa (AOMA), Network of the Community of Portuguese Speaking Countries (REDE CPLP), travel on missions at the invitation of similar entities and others.



PROVEDOR DE JUSTIÇA

ANNUAL SUMMARY OF ACTIVITIES
OF THE YEAR 2022

2-1 PROCEDURAL PROCESSING

a) Entry of Correspondence and Registered Processes

Within the scope of the purposes of the Ombudsman, 11,124 (eleven thousand, one hundred and twenty-four) correspondences were received, classified into letters, citizens' complaints, requests for audiences, invoices, notices, invitations and others. Of these 4,424 (four thousand, four hundred and twenty-four) were registered as processes, as detailed below:

Type of Document	Total
complaints	4,424
Trades	793
invitations	59
Hearings	5,102
Other documents	746
	11,124

During 2022, the Ombudsman maintained a working relationship with the other Justice Administration Bodies, including the Attorney General's Office, the Angolan Bar Association, the National Police and the National Criminal Investigation Service, concerning citizens' complaints and requests for clarification. In the case of the Attorney General's Office, **69 (sixty-nine) letters were sent and 22 (twenty-two)** letters were sent to the National Criminal Investigation Service, most of which aimed at requests for clarification of citizens' complaints.

At the level of the Angolan Bar Association, 20 (twenty) cases were forwarded regarding requests for sponsorship and legal assistance. At the level of Defence and Security bodies, namely the Angolan Armed Forces, the National Police of Angola and the State Intelligence and Security Service, 22 (twenty-two) complaints were registered, of which 15 refer to the National Police of Angola. On the other hand, nine (9) processes were forwarded to the Superior Council of the Judiciary, in the scope of citizens' requests.

b) Instructed Processes

During 2022, the instruction of cases was subject to improvements arising from the principle of speed and procedural informality of the Ombudsman. The processing of processes includes, whether they are acts classified as complaints or as presentations, telephone contacts or interpersonal approaches, the production and dispatch of documents.

Thus, within the scope of procedural instruction, at central and local level, the Ombudsman Service intervened and instructed 4,278 (four thousand, two hundred and seventy-eight) cases, corresponding to 96.6 % of the 4,424 (four thousand, four hundred and twenty-four) cases registered and opened as complaints.

Compared to the previous year, in 2022 there was a significant increase in the number of cases instructed or intervened due to the normal functioning of the Ombudsman service and the expansion of Provincial Services. Among the areas of procedural instruction of the Ombudsman, the largest number of cases was registered in the scope of Legal, Judicial and Penitentiary matters.

c) Investigations and Own Initiative Processes

The Ombudsman promoted the investigation mechanism and on his own initiative, aiming to assess the violation of citizens' rights. Social networks have become an important tool for gaining knowledge about certain facts relating to violations or threats of violations of rights, freedoms and guarantees of citizens, who find in informal means of pressure, such as the media, the only ways to denounce injustices from which they suffer. Thus, throughout 2022, the Ombudsman carried out ten (10) investigation processes on his own initiative, which gave rise to the opening of processes and recommendations, as shown below:

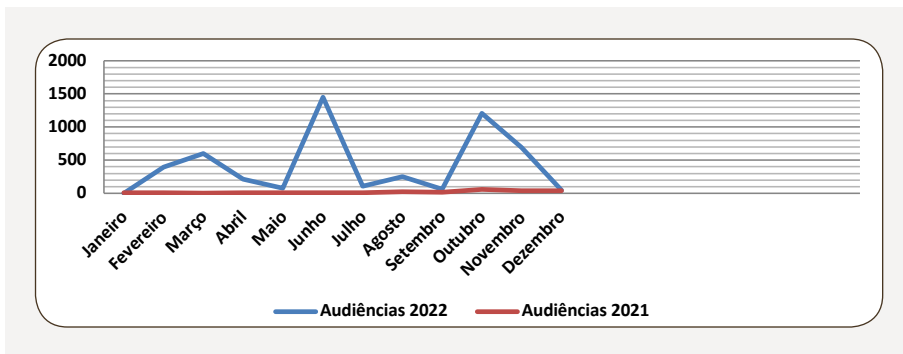
a) Treatment of Exposures

The Ombudsman, despite not having competence in relation to the matters mentioned above, has the responsibility of guaranteeing citizens access to justice. Thus, through hearings and requests, the Ombudsman has received presentations, con-

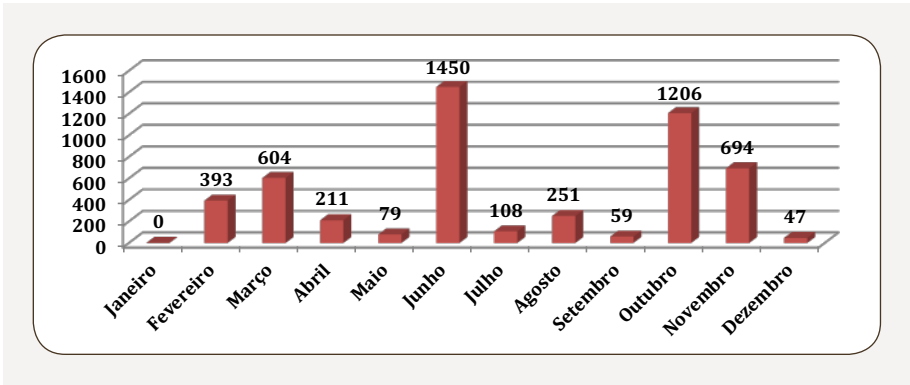
taining data and indications susceptible of reflection, which he sends to the competent public entities, aiming at the elaboration and/or correction of public policies or the procedural impetus.

2-2 HEARINGS GRANTED BY THE OMBUDSMAN AND DEPUTY OMBUDSMAN

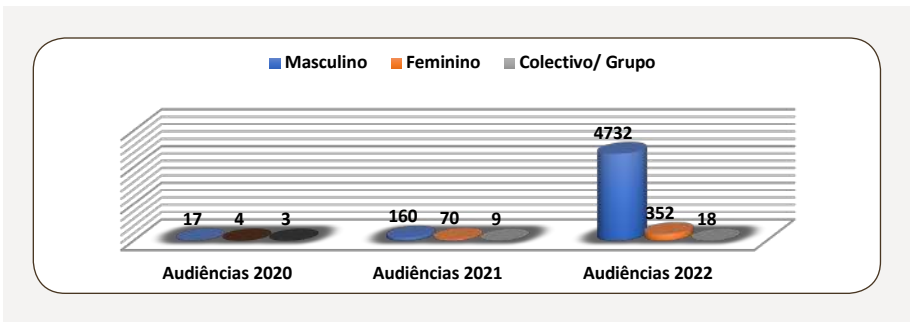
Throughout this year, 5,102 (five thousand, one hundred and two) hearings were granted by the Ombudsman, the Deputy Ombudsman and Senior staff of the Ombudsman, according to the graph below:



The chart reveals that the months of February, April, June, October and November of the year 2022 have the highest audience indicators, due to visits to Penitentiary Establishments in these respective months. In the month of November, visits to five (5) Penitentiary Establishments were registered, namely those of Moçâmedes, Bentiaba (Namibe) and Viana (Luanda), corresponding to 1,450 audiences.



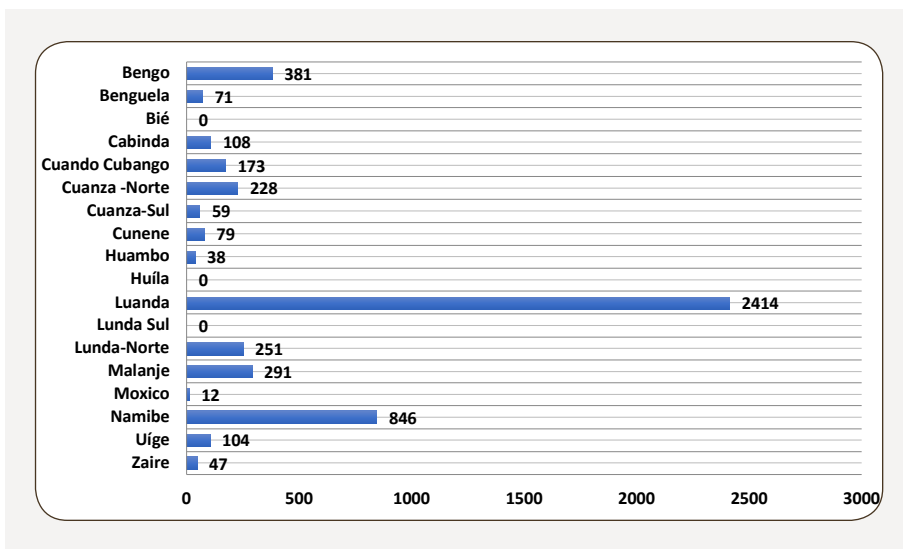
The Ombudsman received, as part of his travels, several citizens, during lectures on his role and mandate, as well as visits to various public establishments. In this sense, it was found that most complaints come from men, with the exception of those occurring in hospitals and nursing homes, as shown in the table below:



The data in the graph above confirm the growing trend of audiences requested by men, who seek to resolve the injustices they face in their daily lives, as citizens, fathers and heads

of families. With regard to women, there is a fear of triggering complaint mechanisms, in particular, and of defending their rights, in general.

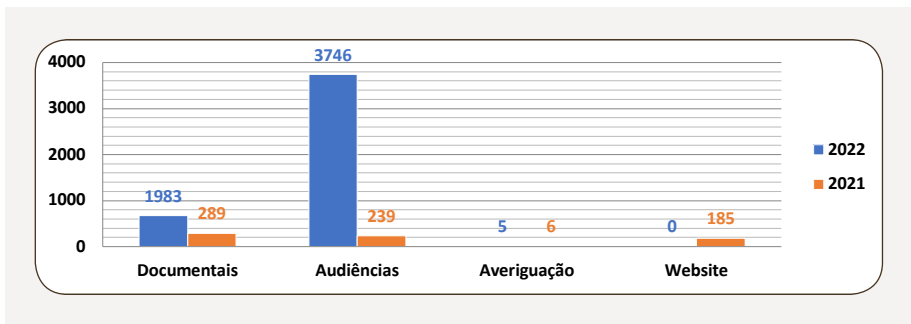
Thus, it appears that female audiences amounted to 17% and 29% in the years 2020 and 2021, respectively. However, in 2022 the number of female audiences has drastically reduced and represents less than 7% (seven percent) of the overall total. To reverse this trend, the public entities responsible for family policies have increased responsibility for raising women’s awareness and legal culture.



2-3 COMPLAINT HANDLING

The Ombudsman, under the terms of paragraph 4 of article 212.º-A of the Constitution of the Republic, receives complaints from national citizens residing inside and outside the national territory and from foreign citizens in Angola, through the different forms

of accessibility, namely through the complaint service of the institutional portal (www.provedordejustica.ao), by telephone contact, through personal or virtual hearings, social networks, by email, registered letter or in any other way resulting from its initiative.



Throughout 2022, no complaints were registered from the Ombudsman’s Office website, due to the process of switching to a service portal. On the other hand, the number of self-initiative investigation processes has increased. There was an increase in complaints and hearings, resulting from the full functioning of the Provincial Services and the travel of the Ombudsman and Deputy Ombudsman. With regard to national citizens residing abroad, access to the Ombudsman’s services can occur through the formulation of complaints on the portal, virtual hearings, social networks, by email, letter registered by the Diplomatic Missions and Consular Posts of the Republic of Angola abroad.

2-4 FORWARDED PROCESSES

Under the terms of the Law that approves the Statute of the Ombudsman, when the matters submitted to the Ombudsman are not within his competence, he has the duty to refer or forward them to the competent authorities for the matter, in order to resolve the case, and the Ombudsman monitor its outcome.

75 (seventy-five) submissions were forwarded to the bodies and services of the Public Administration and the Administration of Justice, which constituted an evolution compared to the 12 (twelve) proceedings forwarded in the previous period. In this way, it should be noted that 13 (thirteen) presentations were addressed to different bodies of the Public Administration on matters related to governance, as shown in the table below:

TARGETED ENTITIES	REFERRAL
MINISTRY OF CULTURE AND TOURISM	1
MINISTRY OF SOCIAL ACTION, FAMILY AND WOMEN'S PROMOTION	5
MINISTRY OF PUBLIC ADMINISTRATION, LABOR AND SOCIAL SECURITY	1
MINISTRY OF HEALTH	3
ADMINISTRATION OF THE MUNICIPALITY OF TALATONA	1
KILAMBA DISTRICT ADMINISTRATION	1
NATIONAL INSURANCE COMPANY OF ANGOLA-ENSA	1

On the other hand, in the same period, 62 (sixty-two) submissions were sent to the bodies of the Administration of Justice, all related to the procedural delays of the Courts, which, due to their pertinence, were forwarded to the Superior Council of the Judiciary and to the Courts of Common Jurisdiction , as shown in the table below:

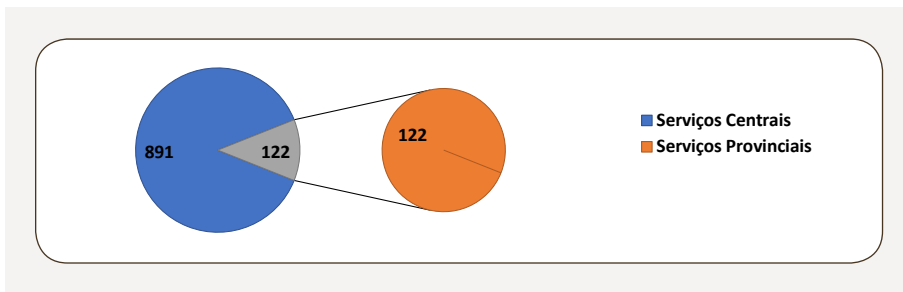
ENTITIES	REFERRAL
SUPERIOR COUNCIL OF THE JUDICIAL MAGISTRATURE	3
SUPREME COURT	4
COURT OF THE DISTRICT OF BELAS	8
COURT OF THE DISTRICT OF LUANDA	6
COURT OF THE DISTRICT OF CUNENE	5
NATIONAL POLICE	1
ORDER OF LAWYERS OF ANGOLA	8
PROVINCIAL COUNCIL OF THE ORDER OF LAWYERS OF BIÉ	1
GENERAL ATTORNEY OF THE REPUBLIC	7
PGR BIE	two
PGR CUNENE	14
PGR MOXICO	1
PGR BONGO	1
CRIMINAL INVESTIGATION SERVICES-SIC	1

3 (three) processes were forwarded to the Attorney General’s Office, a number that in 2022 rose to 25 (twenty-five), some of which included maps of groups of prisoners interned in the Establishments Penitentiaries, whose situation requires the intervention of the Public Ministry.

2-5 SOLVED CASES

The Ombudsman, in the exercise of his duties and powers provided for in Article 18 of Law No. 29/20, of July 28 , during the period under review, registered 1,013 (one thousand and thirteen) cases considered as resolved, corresponding to 23%, insofar as the procedure was clarified or the claimed claim was met positively.

The resolved cases correspond to the qualitative perspective of the Ombudsman’s activity and its main purpose, which is to conclude or resolve, in the shortest possible period of time, the claims made by citizens about injustices resulting from the violation of their rights. We present some examples of cases resolved by the Ombudsman during the year under review:



Place of instruction and treatment of resolved cases.

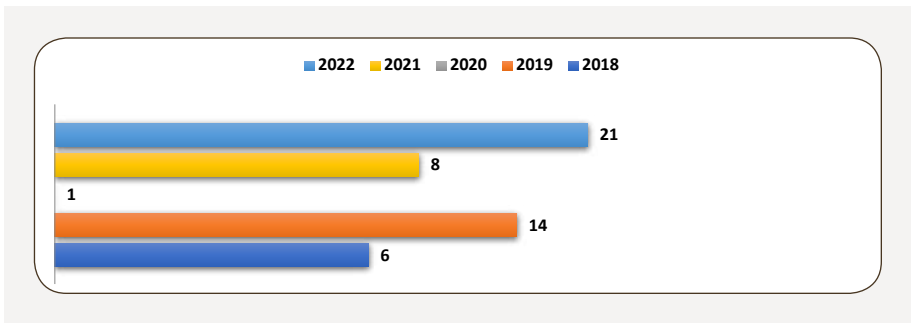
The table above shows that 891 (eight hundred and ninety-one) cases, representing 88% of the resolved cases, were processed at the headquarters of the Ombudsman’s Office, most of which related to intervention at the level of Penitentiary Establishments. The resolution and clarification of the remaining 122 processes, corresponding to 12% of the cases, were the responsibility of the Provincial Services. In addition to the province of Luanda, the provinces of Namibe (54), Malange (22), Cunene (14), Luanda-Norte (8), Cabinda (7), Benguela (6), Huambo (6) and Cuanza Sul (5).

2-6 OMBUDSMAN’S RECOMMENDATIONS

The recommendation is one of the typical instruments used by the Ombudsman to approach the Entities concerned, whenever the manifest illegality or injustice of his action is verified. The issuance of Recommendations by the Ombudsman is accepted,

among us, in the Constitution of the Republic of Angola, in accordance with n.º 4, in fine, of article 212.º-A and in article 40.º of Law n.º 29 /20, of July 28 , (Organic Law of the Statute of the Ombudsman.

In 2022, the Ombudsman issued 21 (twenty-one) Recommendations to the various entities under his scope of action, in the most varied matters.



Comparison of Ombudsman Recommendations 2018-2022.

The number of Ombudsman Recommendations increased in 2022 due to the high number and processed cases. Likewise, the issued recommendations had to make it clear that being the highest and most vigorous expression of the Ombudsman, either there is a threat or violation of a fundamental right. Therefore, in most cases, the invoked situation is attended to and resolved by the Target Entity within the scope of the request for clarification on the subject, thus refusing to issue the recommendation.

The Ombudsman's Recommendations may refer to any of the bodies or services that are within his scope of action and are divided between recommendations on specific situations , individual and collective, or the way of acting of the Administration itself Public Policy and recommendations on standards, with a view to their proper interpretation , amendment or revocation

In compliance with this legal mandate, the Ombudsman has placed as one of the priorities on her agenda, the visit to Penitentiary Establishments, listening to the legal situation of the inmates and the conditions of confinement, from those responsible for these services and listening to the inmates themselves.

During the visits, the most frequent findings and complaints are related to the situation of excessive pre-trial detention and, in some cases, excess of serving the sentence, since certain prisoners await decisions from the Court of Appeal beyond the time of the sentence. penalty imposed in the first instance.

These facts were forwarded to the competent bodies for proper treatment, namely: the Supreme Court and the Attorney General's Office.

The problem related to preventive detention, which is not only a concern of the Ombudsman, but of the various State Bodies, competent in this matter, led to the creation of the Ad-Hoc Working Commission for the Analysis of Pretrial Detention at country level , by the National National Security Council, coordinated by the President of the Criminal Chamber of the Supreme Court, which includes the Ombudsman, the Presidents of the Provincial and District Courts, the Secretary of State for Human Rights, a representative of the Attorney General's Office , Director General of Penitentiary Services, among other entities.

2.7 ACTIVITIES OF THE OMBUDSMAN IN THE PROMOTION AND DEFENSE OF CITIZENS' RIGHTS, FREEDOMS AND GUARANTEES

Throughout 2022, the Ombudsman held 2 (two) annual institutional events, namely the celebrations alluding to *Ombudsman Week* and the *74th Anniversary of the Universal Declaration of Human Rights*. The Ombudsman of Angola assumed the presidency of the CPLP NETWORK of Ombudsmen and Human Rights Institutions at an event held in the city of Luanda. The activities of the Ombudsman are divided between the institutional events of the Ombudsman and the events that he participates in this capacity.

Regarding the Celebration of the 17th Anniversary of the Week of the Ombudsman. The 2022 edition took place from the 19th to the 28th of April, under the *motto* “**The Responsibility of the CPLP States, in case of Violation of the Fundamental Rights of Citizens and the Degree of Intervention of the Ombudsman**” and was divided into three moments: the first related to the assumption of the presidency of the Network of Justice Ombudsmen, National Human Rights Commissions and other Human Rights Institutions of the CPLP; the second with a cycle of lectures and the third and not least, with visits and lectures.

The moment was also marked by the intervention of the new President of the Network of Ombudsmen and Human Rights Institutions of the CPLP, Ombudsman of the Republic of Angola, who welcomed all those who made the event possible, while paying tribute and homage to all those who preceded her in office, without forgetting her partner, the United Nations Development Program in Angola – UNDP.

2-8 FIFTH MEETING OF THE NETWORK OF JUSTICE OMBUDSMEN, NATIONAL HUMAN RIGHTS COMMISSIONS AND OTHER CPLP HUMAN RIGHTS INSTITUTIONS

On the 19th of April, members of the Network of Ombudsmen, National Commissions on Human Rights and other National Human Rights Institutions of the CPLP. The meeting was attended by the Ombudsman of Angola, the Ombudsman of Portugal, the Ombudsman of Cape Verde, outgoing President of REDE, the Ombudsman of Justice of Mozambique, (by videoconference), the Federal Public Prosecutor for the Rights of the Citizen of Brazil, the President of the National Commission for Human Rights and Citizenship of Cape Verde, Verde, the President of the Human Rights Commission of Guinea Bissau and the President of the Interministerial Human Rights Commission of São Tomé and Príncipe.

The meeting considered and approved the Minutes of the 4th REDE Meeting, the REDE Activity Report by the Cape Verde Ombudsman, referring to the period 2019-2021, the Action Plan referring to the period 2021-2023, the Financing Strategy for REDE Activities for the period 2021-2023 and the Declaration of Luanda.

2-9 SEVENTY-FOURTH ANNIVERSARY OF THE UNIVERSAL DECLARATION OF HUMAN RIGHTS

On December 14, 2022, a formal session that included a cycle of conferences on the theme: *“The Role of the Ombudsman in the Defense of Citizens in Situations of Vulnerability,”* with the aim of responding to the need to associate the Ombudsman the defense of citizens in vulnerable situations and the promotion of debates to contribute with holistic solutions to the various difficulties that affect the security and dignity of the human person, as an essential axis of State action.

2-10 INTERNATIONAL ACTIVITY OF THE OMBUDSMAN

The Ombudsman and the Deputy Ombudsman participated in various international activities, aimed at exchanging experiences and institutional reinforcement, through the sharing of information and good practices, covering international organizations and other similar institutions.

This period was marked by participation in various Webinars, signing of bilateral cooperation agreements, participation in the Annual Meeting of the Board of Directors of the International Institute of Ombudsmen, in her capacity as Director of the IOI for the Africa Region, to in addition to other missions performed within the scope of the attributions of the Ombudsman.

Working Meeting with the UN Special Rapporteur - The Ombudsman held a working meeting at the Ombudsman’s Office with Dr. Alice Cruz, Special Rapporteur for the Elimination of Discrimination Against People Affected by Leprosy and their Families , on May 2, 2022 , having called for greater sensitivity in dealing with people affected by the disease and listed the meetings she had with those responsible for various hospital units, highlighting the verification visit to Leprosaria da Funda, an institution that is experiencing several difficulties.

In her address, the Special Rapporteur stated that leprosy, like other problems, are global issues, causing a greater impact on vulnerable populations. As a concern, he referred to

the lack of translation into Portuguese of documents relating to people affected by this disease that affects many families.

Signature of Cooperation Agreements

Aiming to safeguard the rights of national citizens, the Ombudsman of Angola signed two Agreements in 2022, the Cooperation Agreement with the Ombudsman of Zambia and with the Ombudsman of Mozambique.

a) Cooperation Agreement with the Republic of Zambia

The Ombudsman of the Republic of Angola, within the scope of her visit to the Republic of Zambia, signed with the Ombudsman of Zambia, Dr. Caroline Sokoni, on April 1, 2022, a Cooperation Agreement, locally adapted for a Memorandum of Understanding, which aimed to create of conditions for the sharing of knowledge and experiences, institutional strengthening between the parties, as well as facilitating access by resident and diaspora citizens to the respective services of the Ombudsmen.

b) Cooperation Agreement with the Republic of Mozambique

As part of the celebrations for the 17th anniversary of the Ombudsman in Angola, a Cooperation Agreement was signed between the Ombudsman of Angola and the Ombudsman of Mozambique, Dr. Isaque Chande, signed in Luanda, in one of the rooms of the Hotel Intercontinental, in April 21, 2022. The Agreement aimed to reinforce cooperation, exchange of experiences and access by citizens of each of the countries to the Ombudsmen of each of the parties. The Mozambican Ambassador to Angola and senior officials from the Ombudsman's Office were present at the signing ceremony.

Assumption of the Presidency of the CPLP Human Rights NETWORK

On April 20, 2022, the Angolan Ombudsman assumed the rotating Presidency of the CPLP NETWORK of Justice Ombudsmen, National Human Rights Commissions and other CPLP Human Rights Institutions, for the period 2021-2023, during the transfer of folders made with his counterpart in Cape Verde.

WEBINARS:

Within the framework of AOMA - Association of African Ombudsmen and Mediators and Research Center of AOMA and AORC

The African Ombudsman Research Center (AORC), established in 2011, is the research and training right arm of AOMA, with a mandate to promote capacity building, knowledge generation and professionalism in Ombudsman institutions African countries, with a view to promoting good governance, the rule of law and human rights. During 2022 , AOMA , in partnership with AORC , carried out activities via videoconference , in which the Ombudsman participated in the following:

No.	DATE	THEME
1	January 20 , 2022	20th Meeting of the AOMA Executive Committee
two	January 25, 2022	Value of being a member of AOMA and IOI
3	March 8, 2022	complaints management
4	March 22, 2022	21st Meeting of the Executive Committee of the Association of Ombudsmen and Mediators of Africa (AOMA);
5	March 30, 2022	Values and Ethics of the Ombudsman
6	April 19, 2022	Evidence Management
7	June 14, 2022	Effective research strategies – building blocks, methods/tools
8	July 12 , 2022	Document storage and archiving
9	August 23, 2022	Presentation of the Sectorial Ombudsmen that included the Municipal Ombudsmen, the Police Ombudsman and the Military Ombudsman
10	October 13 , 2022	International Ombudsman Day
11	November 15 , 2022	How to Deal with Challenging Behaviors

Under the IOI - International Institute of Ombudsmen

The International Institute of Ombudsmen (IOI) is the largest International Organization that brings together Ombudsmen around the world, organized into 6 (six) regions, namely: Africa, Asia, North America, Latin America and the Caribbean, Australia , Pacific and Europe.

The International Institute of Justice Ombudsmen promotes exchanges of experiences and information among members, training actions, finances research, among other activities, in the field of human rights, the rule of law and good governance. During the first half of 2022, the Ombudsman participated in the following activities organized by this Institute:

No.	DATE	THEME
1	April 26, 2022	Meeting of Directors of the International Institute of Ombudsmen (IOI) for the Africa region
two	May 10, 2022	Participation in the Annual Meeting of the Board of Directors of the International Institute of Ombudsmen - IOI
3	June 20, 2022	Meeting of the Board of Directors of the International Institute of Ombudsmen (IOI)
4	August 3, 2022	Proposal to revoke the membership of the IOI of the High Commissioner for Human Rights of the Russian Federation.

Other participations had to do with the 67th Session of the Commission on the Status of Women (CSW) and the Network of Justice Ombudsmen, National Human Rights

Commissions and other Human Rights Institutions of the Community of Portuguese Speaking Countries – CPLP.

Service trips abroad

During 2022, several missions were carried out outside the country, with various purposes within the scope of the Ombudsman's powers, in particular:

a) Visit of the Ombudsman of Angola to the Republic of Zambia, within the scope of the signing of the cooperation agreement

At the invitation of her counterpart from the Republic of Zambia, Mrs Caroline Sokoni, made a working visit to this country, from March 28th to April 1st, with the aim of signing a cooperation agreement and sharing of experiences between the two institutions on matters related to the activities of the Ombudsman, visited the premises of the headquarters of the Ombudsman of the Republic of Zambia, was received at the Parliament of the Republic of Zambia, Ministry of Justice, where it was verified that some Angolan citizens residing in Zambia, still without the situation of regularized birth registration, having been recommended that the two countries to resolve this matter, which has been dragging on for several years.

Taking advantage of his stay in this country, he gave a lecture to the Angolan community residing in Zambia on the mandate, function and usefulness of the Ombudsman, spoke about the concept and scope of action, the historical framework, the structuring principles; the means of access and the attributions and competences of the Ombudsman.

b) Visit of the Angolan Ombudsman to New York, USA–Participation in the Annual Meeting of the Board of Directors of the International Institute of Ombudsmen IOI

The Ombudsman of the Republic of Angola, within the scope of the Annual Meeting of the Board of Directors of the International Institute of Ombudsmen of Justice – IOI and in her capacity as Director of the IOI for the Africa Region, traveled on a mission of service, from

8 to 13 May 2022 to New York – United States of America, with the aim of addressing issues related to the Organization, deepening bilateral and multilateral cooperation relations.

The meeting addressed internal issues of each Region, and, for the Africa Region, it was the first time to meet with the participation of 4 (four) Regional Directors, having the meeting focused on the Memorandum of Understanding between AOMA and the IOI, in the payment of dues, in the issue of the lack of an IOI Africa Secretariat, as well as in the holding of the 7th (seventh) General Assembly of AOMA.

At the meeting, the Ombudsman of Angola reiterated the inclusion of Portuguese as the working language of the IOI, having also highlighted the need for greater knowledge of the Constitutive Act of the African Union, aiming to make the African identity better known and defend the mediation as one of the fundamental principles of the Ombudsman. One of the issues addressed was the Russia-Ukraine conflict, with debates between the members of the IOI Board of Directors, due to the lack of consensus on the removal of the Ombudsman and Commissioner for Human Rights of the Russian Federation.

c) Visit of the Ombudsman of Angola to the Kingdom of Spain within the framework of closer relations and exchange of experiences

In May, he made a working visit to Madrid, with the aim of exchanging experiences on matters related to the rights, freedoms and guarantees of citizens, ensuring the institutional strengthening of the Angolan Ombudsman alongside his Spanish counterpart, visited the Ombudsman of Justice of Spain and received information about the Defensor del Pueblo and its function as a National Institution of Human Rights (INDH), the process for handling complaints at the Office of the First and Second Defender del Pueblo Deputy, participated in the inaugural act of the Congress of Local Pueblo Defenders , chaired by the Pueblo Defender of Spain, Dr. angel Gabilondo , under the theme: “*Sustainable Practices, Think Locally and Act Globally*”.

d) Participation of the Assistant Ombudsman in Activities Allusive to the Celebration of the 10th Anniversary of the Institutionalization of the Entity of the Ombudsman of Mozambique

On the occasion of the celebration of this date in the month of May, an international conference was held in Maputo from the 26th to the 28th on the theme: ***“Ombudsman 10 years guaranteeing the rights of citizens, the defense of freedom and justice”***.

The activity was subordinated to the motto: “Ombudsman 10 years guaranteeing the rights of citizens, the defense of legality and justice”, in which the intervention of the Ombudsman of Mozambique, Dr. Isaque Chande , praised the cooperation with the services of the Ombudsman of Angola, South Africa, Kenya and Portugal, which have allowed the exchange of experience.

The presence of His Excellency the President of the Republic of Mozambique, Dr. Filipe Jacinto Nyusi , highlighted, on the occasion, that the work of the Ombudsman is fundamental to inhibit the bad practices of public entities in the exercise of their functions regarding the conflict that is configured in terrorist acts that have devastated thousands of Mozambican families in Cabo Delgado , having, in the end, called for unconditional support and greater commitment and cooperation from State bodies, in order to allow the resolution of disputes between citizens.

e) Participation in the International Conference of the Association of Ombudsmen, under the theme “Delivery in a New World”, held in London – United Kingdom of Great Britain

The Deputy Ombudsman, Aguinaldo Guedes da Costa Cristóvão, representing the Ombudsman, Florbela Rocha Araújo, participated in the International Conference organized by the Association of Ombudsmen, on the theme “Delivery in a New World”, **held in** London on 20 -June 22, 2022 at the Royal University amphitheater Holloway London. The opening speech was delivered by the President of the Association of Providers, Mr. Richard Blake-way , and the time for the lectures followed. The meeting was attended by all Commonwealth countries and guests, as was the case with Angola.

Among the recommendations of the event, the need to improve the motivational elements stands out, considering that they constitute a fact of capital importance with a view to achieving speed in the handling of processes, as well as the need to replicate the organization model of the event for the Network CPLP of the Ombudsmen, giving it legal person-

ality, conducting and evolving it into an International Association, with the possibility of free membership, and being able to hold an annual meeting.

f) Working visit of the Ombudsman to the Republic of Argentina, from 4-8 July 2022–Participation in the Mediation Congress

The Ombudsman of the Republic of Angola and her delegation, was on a working visit, on the 5th, 6th-7th of July 2022, in the City of Rosário, Province of Santa Fé, Republic of Argentina, with the aim of participating in the International Congress of International Mediation under the theme: *“An approach to conflicts in the global agenda”*. In his lecture, on the role of the Ombudsman in defending the rights of citizens, in Angola the experience of the Provincial Services, he presented the processes registered in the year 2021, justifying that the COVID-19 pandemic did not allow to do much more because face-to-face audiences decreased and access to services.

g) Ombudsman’s working visit to the Republic of Kenya as part of the election observation mission in Kenya

August 9 , 2022, at the invitation of the Ombudsman of the Republic of Kenya, in the process of the AOMA mission for observers of the general elections in that country, the Ombudsman of the Republic of Angola and her delegation from the Ombudsman’s Office, participated in the work with the start of an information session of the Administrative Commission of Justice (Office of the local Ombudsman). The session was chaired by the Ombudsman of the Republic of Malawi and Chairperson of the AOMA Observer Commission, Hon. grace Malera . The welcome speech was then given by the Honorable Ombudsman of Kenya and Secretary General of AOMA, Dr Florence Kajuju.

The Angolan delegation stood out in the region of Mombasa and Kilifi Counties. At Kadidja Primary School , then to Kilifi , Mtwapa Primary School Voting Centre.

The AOMA Commission of Observers organized a Webinar with the aim of presenting the balance of the work carried out in the elections and unanimously the observers stated that the process took place without major constraints.

h) Working visit of the Deputy Ombudsman to the Republic of Burundi – Participation in the Regional Conference on Mediation Mechanisms for the Peaceful Resolution of Conflicts and the Consolidation of Peace in the Great Lakes Region

On behalf of the Ombudsman, at the regional conference devoted to the theme *“The role of national mediation mechanisms for the peaceful resolution of conflicts and the consolidation of peace in the Great Lakes region*, the Deputy Ombudsman and delegation participated in this conference on 31 August, with interventions by the Mayor of Bujumbura, the interim President of AOMA and Ombudsman of Rwanda, the representative of the Coordinator of the United Nations System, the Ombudsman and the President of the National Assembly from Burundi. There was a debate panel of the Ombudsmen, under the theme: *“The role of the institution of the Ombudsman in the peaceful resolution of conflicts in the Great Lakes Region”*, where the experience of the countries present was presented.

Regarding the experience of Angola, the Deputy Ombudsman, highlighted that in Angola the first mediator has been the Head of State, taking into account his figure of High Magistrate of the Nation. He clarified that the Angolan Ombudsman does not have a peace mediation mandate, but the law grants mediation powers for issues within the scope of his mandate, in particular those linked to social and land conflicts.

At the end of the Conference, they recommended: to appeal to the East African Community, as well as the Economic Community of Central African States, to find viable ways to bring Governments closer together on granting citizenship to Rwandan citizens residing in the Democratic Republic of Congo; Periodically organize gender conferences, involving local communities for the prevention and resolution of conflicts; encourage the participation of Ombudsmen and Ombudsmen of the Great Lakes Region, with a view to strengthening action and cohesion on common issues in the region.

i) Visit of the Ombudsman to Coimbra – Portugal/Participation in the VII International Congress on Human Rights in Coimbra - A Transdisciplinary Vision

The Ombudsman, Dr. Florbela Rocha Araújo and her delegation participated in the celebration of the VII International Congress on Human Rights in Coimbra - A Transdis-

disciplinary Vision, which took place from 11-3 at the Faculty of Law of the University of Coimbra. Held meetings with various academic entities and President of the Human Rights Commission, having expressed interest in negotiating and signing a cooperation agreement between the Ombudsman of Justice of Angola and the FDUC in various domains, especially with regard to postgraduate training in the area of Human Rights; Land Rights “Legal Regime for Land Structuring”; Notary and Registration Law, and not only that, taking into account the recurrent problems in our country regarding land conflicts.

The highlight of the Congress was the intervention of the Ombudsman, who spoke on “The Role of the Ombudsman and its Impact on Provincial Services in the Defense of Human Rights”.

j) Participation of the Deputy Ombudsman in the 73rd Ordinary Session of the African Commission on Human and Peoples’ Rights – ACHPR

The Deputy Ombudsman and his delegation, representing the Ombudsman, participated in the 73rd Ordinary Session of the African Commission on Human and Peoples’ Rights, from 21-9 November in Banjul, The Gambia. This Session celebrated the 35th anniversary of the Commission, and it was the first time that the Commission had met in person for a session since the onset of the COVID-19 pandemic in January 2020 .

The Session was attended by eight hundred and seventy-four (874) delegates and several panels dealing with themes, with a view to strengthening the promotion and protection of human rights on the continent.

From this Ordinary Session, suggestions were extracted such as the need for the Angolan Ombudsman to start the application process for obtaining Observer Status with the African Commission on Human and Peoples’ Rights - ACHPR and that the focal points of the Ombudsman , together with CIERNDH, participate more often in the events/activities of the respective Commission, both nationally and internationally, whenever invited to better follow up on the matters addressed.

k) Working Visit of the Honorable Ombudsman to South Africa - Annual Symposium of the South African Military Ombudsman

As a Member of (AOMA), the Ombudsman of the Republic of Angola was invited to participate in the Annual Symposium of the South African Military Ombudsman, which took place on the 11th of November in Pretoria, South Africa, this Symposium addressed issues related to the Role of the Military Ombudsman in supervising the Civil-Military Architecture, threats, resilience, responsiveness and future implications.

The visit provided a bilateral meeting between the Angolan Ombudsman and the Public Protector of South Africa (a similar institution of the Angolan Ombudsman in that country, in which the Honorable Public Protector in Exercise of South Africa, Dr. Kholeka Gcaleka expressed an interest in continuing the proposed Settlement, having requested more time for his legal team to review it in accordance with South African domestic law.

1) The Ombudsman at the symposium in the Republic of South Africa

The terms of approach related to the function and mandate of the Military Ombudsman of South Africa were accepted, and the Ombudsman of Angola receives numerous complaints related to the Military Sector and the National Police of Angola, a reflection is suggested depth at the level of legal institutions, in order to assess the possibility of including, in the legal system of independent entities in Angola, an institution that deals with complaints and complaints from military personnel, taking into account the specific nature and its alignment with fundamental rights or there are two Deputy Ombudsmen, one for the judicial and social area and the other for military matters of economic security.



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ANNUAL SUMMARY OF ACTIVITIES
OF THE YEAR 2022

CONCLUSIONS

The Report for the year 2022 expressly manifests the activity of the Ombudsman of Angola in that period, at national and international level, in the defence of the rights, freedoms and guarantees of citizens.

Despite the constraints and consequences caused by COVID-19, followed by the period of easing of its effects and the normal resumption of social life, the balance made on the activity and performance of the Ombudsman, in all aspects of his mandate, can be considered positive, since its plan of activities, resulting from the Strategic Plan and aligned with the challenges that day-to-day was offering, was carried out at a very high percentage, having reached levels never reached before, in terms of assistance to the citizen, the cooperation of the entities concerned and the expansion of the Services of the Ombudsman on a national scale.

Indicators of complaints received and hearings held by the Ombudsman in 2022 show that the number of women who attend the Ombudsman's service is much lower than the number of men, not even representing 10%, contrasting with the fact that women constitute the most of the Angolan population and are the main victims of violations of fundamental rights.

This fact warns of strengthening mechanisms for denouncing and following up on complaints made by women, as well as strengthening mechanisms for approaching and raising awareness among women for reporting crimes.

At the international level, the Ombudsman has distinguished himself with his actions and interventions in his own forums, with his counterparts, having assumed relevant management functions, at the International Institute of Ombudsmen (IOI) Director for Africa and at the NETWORK of Ombudsmen and National Human Rights Institutions of the CPLP, as President of the REDE, and not only, developed important activities of a technical and scientific nature aimed at strengthening cooperation relations and safeguarding the rights of our fellow citizens residing in partner countries, based on the principle of reciprocity.

Finally, it is important to emphasize that the Ombudsman continues with the perspective of increasingly improving the relationship between the Ombudsman and the Citizen and State Institutions, in defence of the legitimate interests of the Citizens, in the expectation of overcoming the greatest constraints experienced.



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