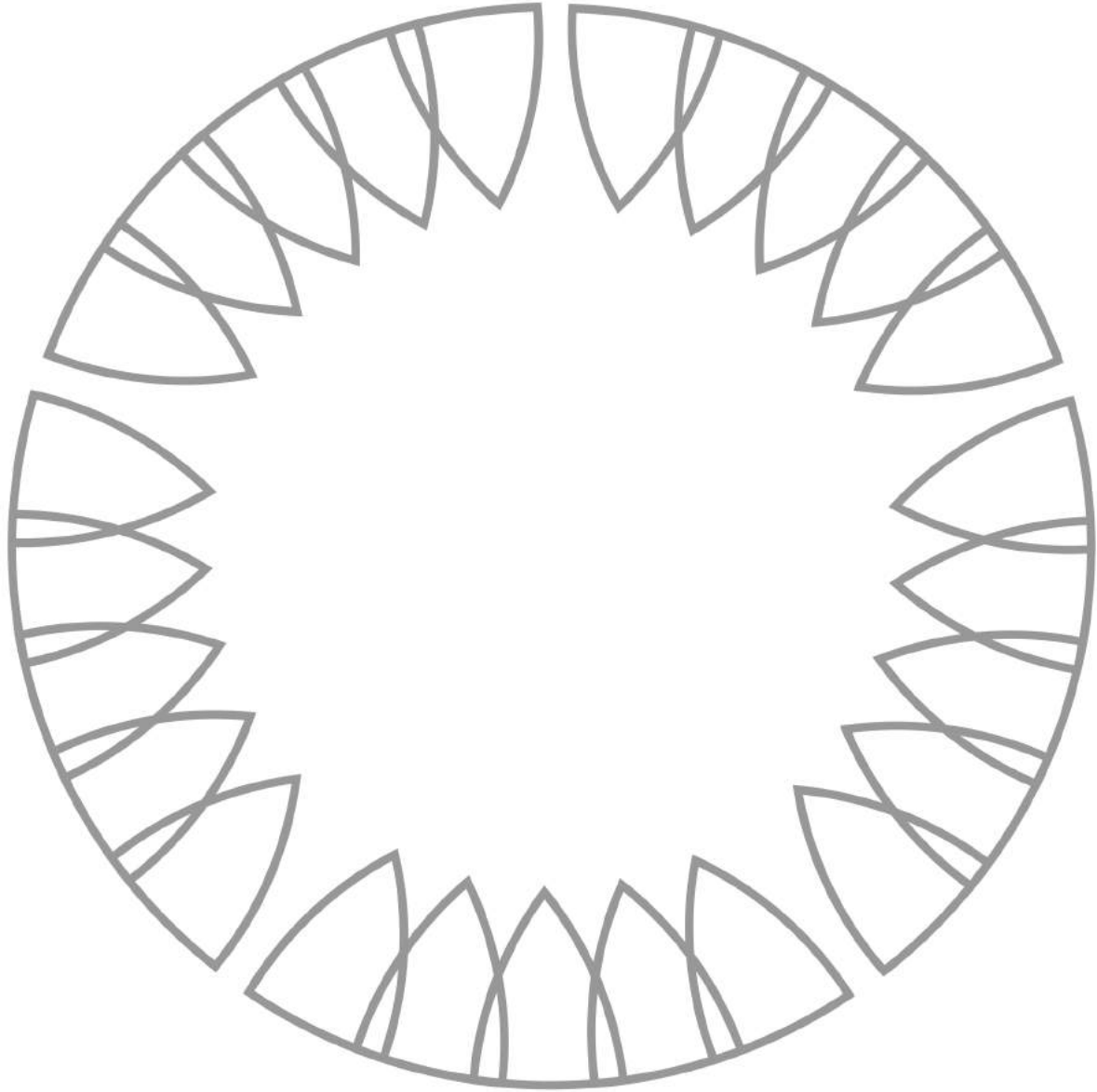




مملكة البحرين
Kingdom of Bahrain

الأمانة العامة
للتظلمات
OMBUDSMAN
وزارة الداخلية
Ministry of Interior



Seventh Annual Report

2019 - 2020

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Foreword by
▷ **the Ombudsman**

This year has seen the lives of people everywhere in our world changed by the deadly coronavirus COVID 19. The virus has presented difficult and extraordinary challenges for individuals and service providers. Organisations have had to make unprecedented arrangements to adapt to the requirements of isolation and social distancing and, for our part, the Ombudsman Office has been determined that our work to support those who need us, continues.

The government of the Kingdom of Bahrain has taken significant measures to control the spread of coronavirus and to reduce its negative impact across all sectors. In line with this, the Ombudsman Office has taken specific measures to ensure the continuity of its independent and impartial service delivery. Appropriate and safe arrangements have been put in place to ensure continued service access and, prompt action in response to assistance requests and the investigation of complaints and serious allegations.

As a result of the action taken, service users in the community and in places of detention have continued to bring their complaints to the Ombudsman Office throughout the pandemic. Greater use has been made of e-mail and the Mobile Application, available on both IOS and Android, advertised by the Office. A new dedicated WhatsApp complaint line, which was introduced and publicised widely through social media outlets, has also proved popular.

We are proud that complainants are still using our services so comprehensively and believe that this, once again, evidences the level of confidence that has been achieved through years of hard work and commitment,

in the independence, integrity and responsiveness of our Office.

The Ombudsman Office continues to be an important part of the architecture of police accountability in the Kingdom of Bahrain. The Office has, for six years, operated faithfully to the guarantees provided by its Decree in its treatment of complaints from members of the community, diplomatic missions and NGOs about any alleged criminal behaviour or misconduct by Ministry of Interior staff, when carrying out their duties.

The main purpose of this Annual Report is to provide an account of the work of the Office over the 2019 – 2020 year and to share our performance statistics.

Ombudsman statistics reports are generated by the office independent information system and relate directly to areas included in Ombudsman Office performance objectives.

This year the Ombudsman Office received a total of 890 grievances of which 207 were complaints and 683 were assistance requests.

The Ombudsman Office also has the important responsibility of investigating every death occurring in detention.

We know, however, that improving public confidence in the Ombudsman police complaints system is not just about the investigations we undertake on behalf of complainants. We try always to be available to, and engaged with, stakeholders and we have, this year, carried out a range of activities to build bridges with the local and international communities. This includes organising seminars, information sessions and

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Section One

Ombudsman Office

2019 - 2020 Statistics

Total Number of Complaints Received by the Ombudsman Office

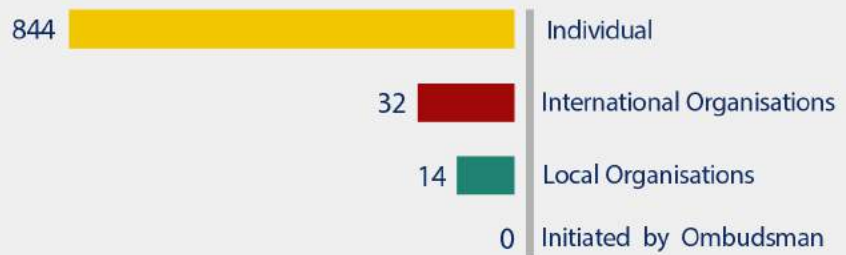


Complaint Category	Number
Assistance Requests *	683
Complaints **	207
Total	890

*Assistance Requests: Any request submitted to the Ombudsman Office by persons asking the Ombudsman Office to contacting the relevant authority in Ministry of Interior to consider the application of the request.

** Complaints: Require investigation of the application of relevant laws and regulations

Origin of Complaints



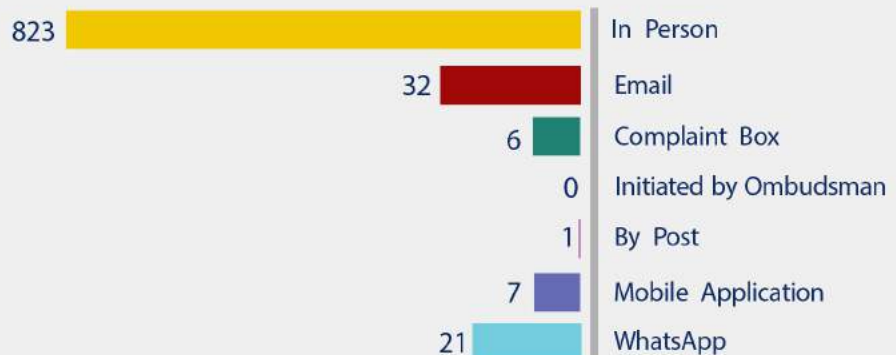
Origin	Number
Individual	844
International Organisations	32
Local Organisations	14
Initiated by Ombudsman	0
Total	890

Complainants According to Gender



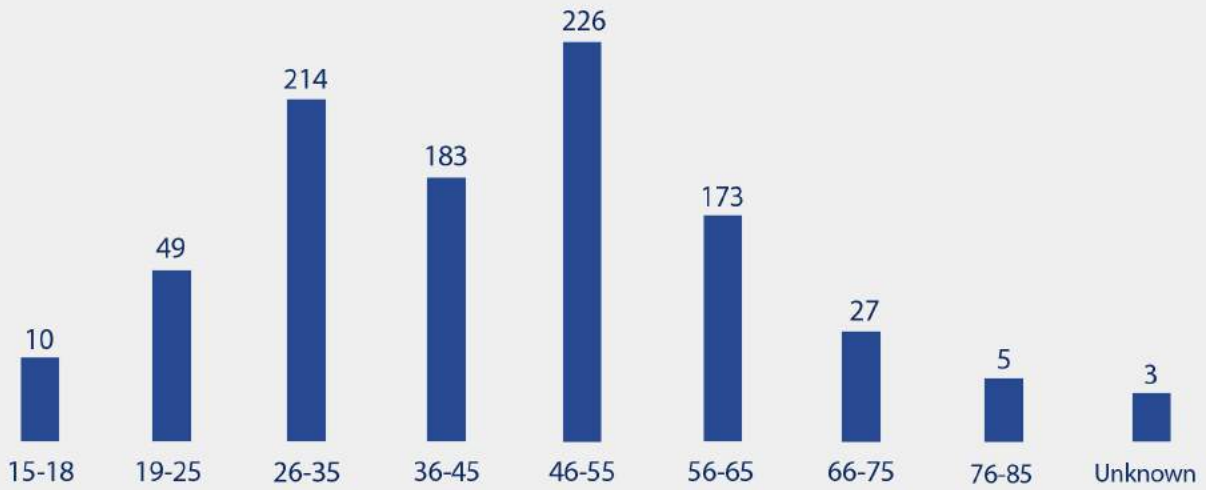
Gender	Number
Male	505
Female	339
Total	844

Method of Complaint Submission



Method	Number
In Person	823
Email	32
Complaint Box	6
Initiated by Ombudsman	0
By Post	1
Mobile Application	7
WhatsApp	21
Total	890

Number of Complaints By Complainant's Age



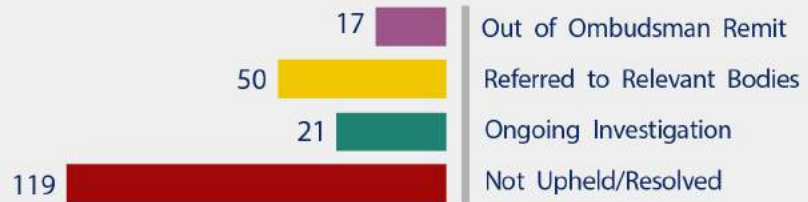
Age	Number
15-18	10
19-25	49
26-35	214
36-45	183
46-55	226
56-65	173
66-75	27
76-85	5
Unknown	3
Total	890

Complaints Figures Received Each Month



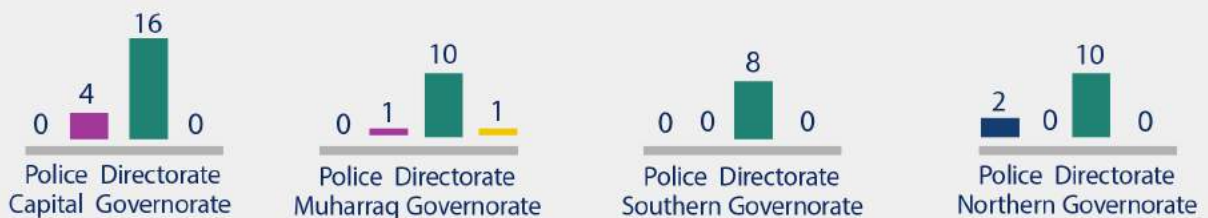
Month	Number
May-19	71
Jun-19	77
Jul-19	106
Aug-19	76
Sep-19	96
Oct-19	87
Nov-19	66
Dec-19	77
Jan-20	81
Feb-20	63
Mar-20	43
Apr-20	47
Total	890

Action Taken With Regard To Complaints



Action Taken	Number
Out of Ombudsman Remit	17
Referred to Relevant Bodies	50
Ongoing Investigation	21
Not Upheld/Resolved	119
Total	207

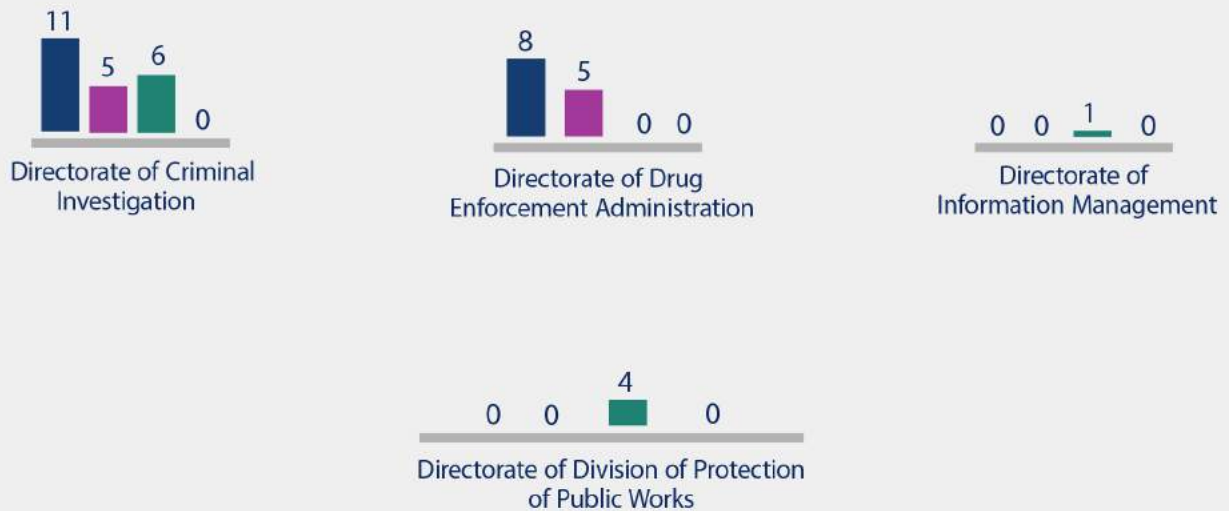
Complaints against Directorates/Institutions



■ Referred for Criminal/Disciplinary Proceedings
 ■ Ongoing Investigation
 ■ Not Upheld / Resolved
 ■ Out of Remit

Directorate/Institution	Action Taken				Total
	Referred for Criminal/Disciplinary Proceedings	Ongoing Investigation	Not Upheld / Resolved	Out of Remit	
Police Directorate Capital Governorate	0	4	16	0	20
Police Directorate Muharraq Governorate	0	1	10	1	12
Police Directorate Southern Governorate	0	0	8	0	8
Police Directorate Northern Governorate	2	0	10	0	12
Total	2	5	44	1	52

Continued - Complaints against Directorates/Institutions



■ Referred for Criminal/Disciplinary Proceedings
 ■ Ongoing Investigation
 ■ Not Upheld / Resolved
 ■ Out of Remit

Directorate/Institution	Action Taken				Total
	Referred for Criminal/Disciplinary Proceedings	Ongoing Investigation	Not Upheld /Resolved	Out of Remit	
Directorate of Criminal Investigation *	11	5	6	0	22
Directorate of Drug Enforcement Administration *	8	5	0	0	13
Directorate of Information Management *	0	0	1	0	1
Directorate of Division of Protection of Public Works *	0	0	4	0	4
Total	19	10	11	0	40

*Sub Directorates included under the General Directorate of Criminal Investigation and Forensic Evidence

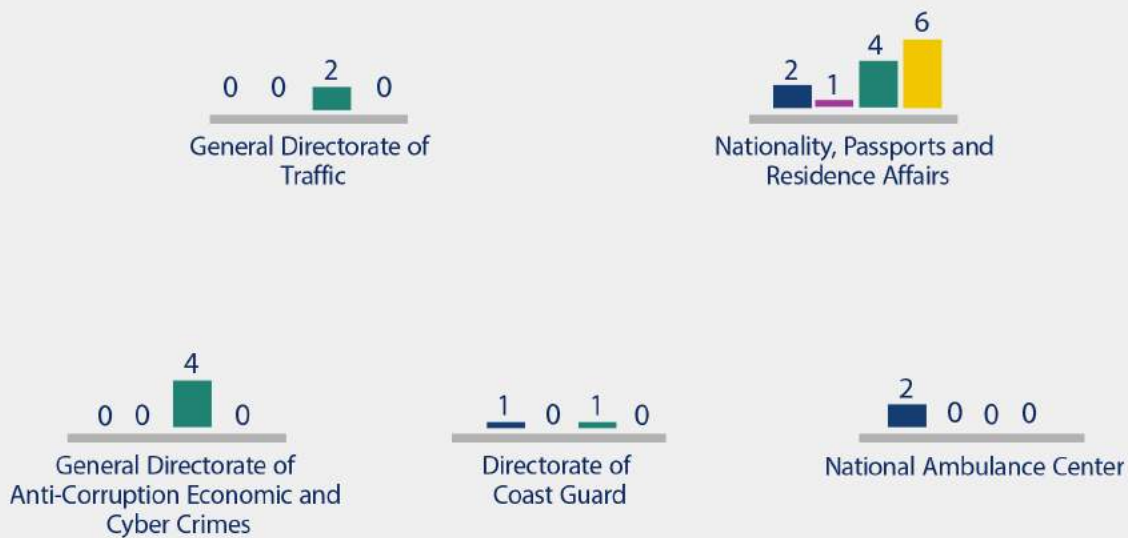
Continued - Complaints against Directorates/Institutions



■ Referred for Criminal/ Disciplinary Proceedings
 ■ Ongoing Investigation
 ■ Not Upheld / Resolved
 ■ Out of Remit

Directorate/Institution	Action Taken				Total
	Referred for Criminal/ Disciplinary Proceedings	Ongoing Investigation	Not Upheld / Resolved	Out of Remit	
General Directorate of Custom Affairs	0	1	1	0	2
General Directorate of Special Forces	0	0	0	0	0
Airport Police Directorate	0	0	0	0	0
King Fahad Causeway of Police Directorate	0	0	0	0	0
Complaints against Directorates/Institutions other than MOI	0	0	0	8	8
Total	0	1	1	8	10

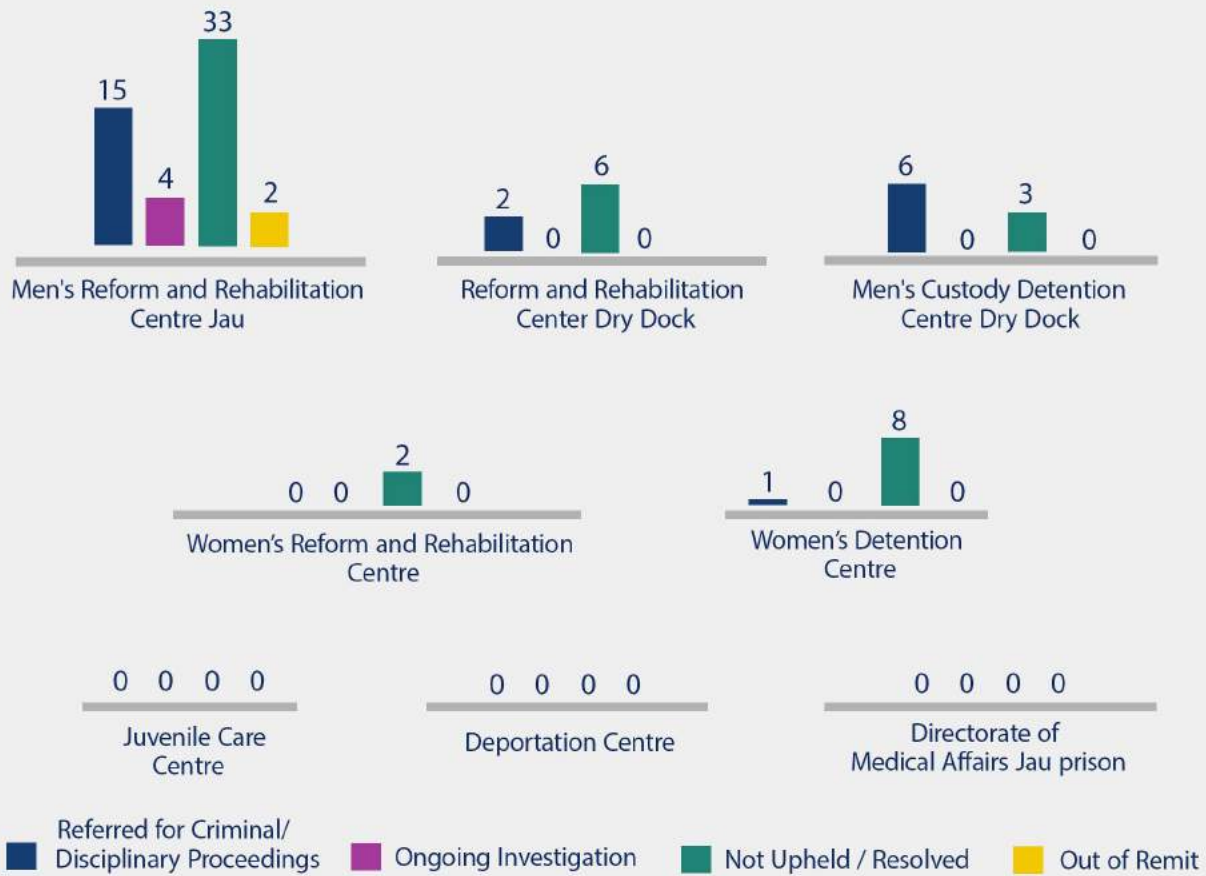
Continued - Complaints against Directorates/Institutions



■ Referred for Criminal/Disciplinary Proceedings
 ■ Ongoing Investigation
 ■ Not Upheld / Resolved
 ■ Out of Remit

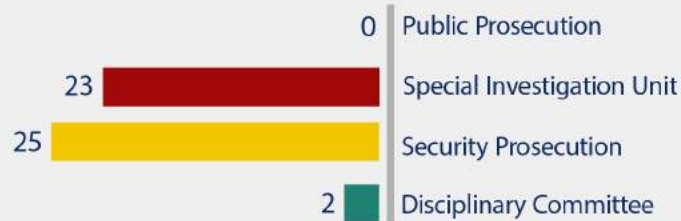
Directorate/Institution	Action Taken				Total
	Referred for Criminal/Disciplinary Proceedings	Ongoing Investigation	Not Upheld / Resolved	Out of Remit	
General Directorate of Traffic	0	0	2	0	2
Nationality, Passports and Residence Affairs	2	1	4	6	13
General Directorate of Anti-Corruption Economic and Cyber Crimes	0	0	4	0	4
Directorate of Coast Guard	1	0	1	0	2
National Ambulance Center	2	0	0	0	2
Total	5	1	11	6	23

Complaints Originating from Reform and Rehabilitation Centres



Reform and Rehabilitation Centre	Action Taken				Total
	Referred for Criminal/Disciplinary Proceedings	Ongoing Investigation	Not Upheld / Resolved	Out of Remit	
Men's Reform and Rehabilitation Centre (Jau Prison)	15	4	33	2	54
Reform and Rehabilitation Centre Dry Dock	2	0	6	0	8
Men's Custody Detention Centre (Dry Dock)	6	0	3	0	9
Women's Reform and Rehabilitation Centre	0	0	2	0	2
Women's Detention Centre	1	0	8	0	9
Juvenile Care Centre	0	0	0	0	0
Deportation Centre	0	0	0	0	0
Directorate of Medical Affairs Jau Prison	0	0	0	0	0
Total	24	4	52	2	82

Organisations to which Complaints Referred for Criminal/Disciplinary Investigation



Directorate	Number of Referred Complaints
Public Prosecution	0
Special Investigation Unit	23
Security Prosecution	25
Disciplinary Committee	2
Total	50

Action Taken In Relation To Requests For Assistance



Action Taken	Number
Issue Resolved	658
Ongoing Investigation	25
Total	683

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Section Two

Complaint Investigation

Samples Cases

▷ Sample Mr. A

The Internal Audit and Investigations Department of the Ministry of Interior referred a complaint to the Ombudsman Office from Mr. A, the brother of an inmate. Mr. A stated that his brother had been physically assaulted at Jau Reform and Rehabilitation Centre by a member of police staff. Mr. A also asked for his brother to be provided with the medication he needs.

The Ombudsman Office commenced an investigation into the allegations and an Ombudsman investigator went to the Reform and Rehabilitation Centre and interviewed Mr. A's brother. At interview, Mr. A's brother stated that he had been physically assaulted by a member of police staff because he protested about the officer scattering his personal belongings during a cell inspection. Mr. A's brother also said that he had informed a senior officer at the rehabilitation centre of the incident and had been advised to submit a complaint, which was then referred by the centre to the Audit and Investigations Department of the Ministry of the Interior.

The Ombudsman Office investigator examined the inmate and noticed that his right eye was bruised. In line with the Ombudsman Office policy where injuries are observed, the investigator recorded the injuries on a body chart and immediately informed the Special Investigation Unit.

The Ombudsman Office investigator then examined the location of the alleged incident and found that there were no CCTV cameras in the area.

The Ombudsman Office investigator also contacted the administration at the reform and rehabilitation centre and asked them to take steps to ensure that Mr. A's brother was receiving all of the medication he needs.

The Ombudsman Office investigation concluded that the actions of the police officer concerned may constitute a criminal offence and copies of all of the Ombudsman evidence were sent to the Special Investigation Unit (SIU). Mr. A. was informed of the action taken.

In line with Ombudsman procedures, the Office continued to follow the progress of the investigation

and, in due course, received notification from the Special Investigation Unit that the member of the police staff who assaulted Mr. A's brother had been referred to the Criminal Court and sentenced to one year in prison.

The complainant was updated on the outcome of the criminal proceedings.

▷ Sample Case B

The Ombudsman Office received a complaint submitted by Mr. B, the brother of an inmate at the Jau Reform and Rehabilitation Centre. Mr. B said that he had received a phone call from his brother alleging that a member of police staff had physically and verbally assaulted him.

An Ombudsman investigator went to the Reform and Rehabilitation Centre and interviewed Mr. B's brother in the Ombudsman independent office located at the Centre. During the interview, the inmate said that, whilst he was in front of his cell door, a police officer verbally assaulted him and also physically assaulted him by pushing him with force. He said that another inmate was present and had witnessed the incident.

The Ombudsman investigator interviewed the witness to the alleged incident who provided an account which corroborated the information provided by Mr. B's brother.

The Ombudsman Office then requested CCTV footage for the date, time and place of the incident from the centre's administration. The footage was reviewed and showed a police officer grab and forcefully push Mr. B's brother, when he was in front of his cell.

As Mr. B's brother did not know the name of the police officer concerned, the Ombudsman Office established the identity of the officer involved in the incident and interviewed him. At interview, the officer admitted pushing the inmate. He said that the justification for his actions was that Mr. B's brother had refused to follow an instruction to remain in his cell and he was, therefore, trying to force him to return to his cell.

The Ombudsman Office investigation found that the

actions of the police officer may constitute a criminal offence as they violate the duties stipulated in the amended Law No. (24) of the year 2014 regarding the Public Security Forces.

The Ombudsman Office referred the complaint to the Security Court and the complainant was informed of the findings of the investigations.

▷ **Sample Case Mr. C**

The Ombudsman Office received a complaint submitted by Mr. C, the father of an inmate at Jau Reform and Rehabilitation Centre, alleging that a member of police staff had physically assaulted his son.

The Ombudsman Office commenced its investigation and an investigator went to the rehabilitation centre and interviewed the son of Mr. C, at the Ombudsman independent office located at the centre.

At interview, the inmate said that he had not been physically assaulted but that a member of police staff at the centre had held him by his clothing. He said that this had occurred at a time when he wanted to speak with another officer on duty to inform him about a missing personal item.

The Ombudsman Office investigator interviewed the police officer concerned. During the interview, the officer denied assaulting Mr. C's son and said that the inmate had refused to cooperate with instructions given to him. The officer said that Mr. C's son had also pushed him and that he had dealt with the inmate's behavior appropriately and lawfully.

The Ombudsman Office requested CCTV footage, specifying the date, time and place of the footage required. The Ombudsman investigator reviewed the footage which showed the police officer instructing Mr. C's son to enter his room and the inmate refusing and then lifting his hand and trying to push the officer. The police officer was then seen to take the inmate's hand and hold him against the wall. Two minutes later, the officer escorted the inmate into his cell.

The Ombudsman Office's investigation found that the actions of the police officer were in accordance with

the Basic Principles of the Use of Force specified in the ministerial Decision No. 24 of the year 2014 and the complaint was closed as there was no misconduct found. The complainant was informed of the findings of the investigation.

▷ **Sample Case Mr. D**

The Ombudsman Office received a complaint submitted by Mr. D. about the arrest of his son. An Ombudsman investigator met with Mr. D. who stated that his son had been arrested near his house in connection with the alleged possession of narcotics. He said that his son was taken to the Directorate of Drug Enforcement Administration (DEA) where he was assaulted, in order to force him to confess.

An Ombudsman investigator went to the Dry Dock Detention Centre and interviewed Mr. D's son in an independent office. Mr. D's son stated that he had been arrested by DEA officers who beat him on his eyes during the arrest. He said that, on the same day, he was taken to the DEA Directorate where he was interrogated and that, during the interrogation, one of the officers beat him on his nose, in order to force him to confess to charges. Mr. D's son said that, as a result of the assault, his nose was bleeding and his face became swollen. He said that it was two days before he was taken to see a doctor.

An Ombudsman investigator reviewed the police records relating to Mr. D's son and noted that it was recorded that he had been taken to the MOI Health Clinic on the day of his arrest. The Ombudsman Office contacted the MOI clinic and obtained all of Mr. D's son's medical records from the date of his arrest. The investigator reviewed the records and found that Mr. D's son was examined on the day of his arrest and that the examining doctor recorded bruising under his eye and a nose injury. It was also recorded that Mr. D's son had informed the doctor that the injuries observed were due to a fight the day prior to his arrest for which he had received treatment at the Yousif Abdulrahman Engineer Health Centre.

The Ombudsman investigator returned to the Detention

Centre and interviewed Mr. D's son for a second time to discuss the entries in his medical records. Mr. D's son denied the account of his injuries recorded by the doctor and denied having received treatment at the Yousif Abdulrahman Engineer Health Centre.

The Ombudsman Office contacted the Ministry of Health and asked for a review of Mr. D's community medical records. The records showed that Mr. D's son had attended the Yousif Abdulrahman Engineer Health Centre on 30 December 2018 which is a day prior to his arrest that was on 31 December 2018. The doctor who examined him that day, recorded that his nose was broken and a referral to the Salmaniya Medical Complex was requested.

The Ombudsman Office concluded that the injuries sustained by Mr. D's son were not due to police misconduct, but were existing at the time of his arrest and that, contrary to his statement, he did attend the Yousif Abdulrahman Engineer Health Centre on the day prior to his arrest.

As there was no evidence of misconduct by MOI personnel, the case was closed, and the complainant was informed of the findings.

▷ Sample Case Mr. E

The Ombudsman Office received a complaint submitted by Ms. E., a detainee at the Women's Detention Centre. Ms. E. said that her car had been damaged by officers from the Drug Enforcement Administration (DEA) at the Criminal Investigation Directorate (CID).

An Ombudsman investigator went to the Women's Detention Centre and met with Ms. E in an independent office. Ms. E. stated that, whilst she was driving her car, DEA officers had deliberately hit the vehicle to force her to stop. She said that the police officers caused damage to the rear end of the vehicle and that further damage was caused to the car seats and roof, when the officers searched the car looking for narcotics.

Ombudsman investigators checked police records and established the identity of the DEA officers who had arrested Ms. E. and searched her car. At interview, the officers stated that Ms. E. had been arrested in

connection with trafficking narcotic substances and that no damage had been caused to her car during the arrest.

The Ombudsman Office obtained all of the paperwork and statements relating to Ms. E's arrest from the Criminal Investigation Directorate. Investigators reviewed the statements which noted that Ms. E. had been asked to stop her car and had cooperated with the request, without any resistance. There was no indication that any force had been required or used. It was also recorded that Ms. E authorized a relative to receive her car and that no damage was reported by the relative, following receipt of the vehicle.

An Ombudsman investigator contacted and spoke with the relative concerned who confirmed that he had received Ms. E's car and that there was no visible damage inside or outside of the vehicle.

Having reviewed all of the information gathered, investigators concluded that there was no evidence of misconduct by a member of MOI personnel and the case was closed. The complainant was informed of the investigation findings and conclusion.

▷ Sample Case Mr. F

The Ombudsman Office received a complaint submitted by Mr. F. An Ombudsman investigator met with Mr. F. who said that his son had been arrested and then brought home by five or six police officers, for a search of his house to be carried out. Mr. F stated that he noticed black marks on his son neck that he thought might have resulted from an assault during his arrest.

An Ombudsman investigator went to the Dry Dock Detention Centre and interviewed Mr. F's son in an independent office. Mr. F's son stated that he was arrested by Drug Enforcement Administration (DEA) officers. He said that, at the time of the arrest, he tried to run away but that he was knocked down by the officers who then punched him on his back. He said also that he was taken to a forensic doctor and that his injuries were recorded.

As part of their evidence gathering process, investigators visited the scene of the alleged assault

and established that CCTV cameras were installed on one of the buildings overlooking the scene. The Ombudsman office obtained and examined footage from the cameras, for the date and time of the alleged assault, which showed, Mr. F's son running away from four individuals who could be seen following behind him. Mr. F's son continued to run until he and the four persons following him moved out of the frame of the CCTV coverage.

Ombudsman investigators were not, therefore, able to determine from the CCTV footage whether the alleged assault took place.

The Ombudsman Office Investigation concluded that the actions of the police officers concerned may constitute a criminal offence and the case, along with copies of all of the Ombudsman evidence were sent to the Special Investigation Unit. The complainant was informed of the action taken.

▷ Sample Case Mr. G

The Ombudsman Office received a letter from the Ministry of Foreign Affairs stating that the a foreign Embassy in the Kingdom of Bahrain had received a phone call from Mr. G., one of their citizens inmate at the Jau Reform and Rehabilitation Centre. Mr. G alleged that he had been assaulted by a member of the rehabilitation centre police staff.

An Ombudsman investigator went to the Reform and Rehabilitation Centre and met with Mr. G in the Ombudsman independent office located at the facility. Mr. G stated that a police staff member had, whilst holding him by the neck, taken him out of his cell by force. He said that the officer had then taken him to the reception area where, for no reason, he had pushed him and pepper sprayed him.

An Ombudsman investigator interviewed cellmates of Mr. G who were present at the time that he alleged that he was removed from his cell by force. The accounts of the inmates interviewed corroborated Mr. G's account of the manner of his removal from his cell. The inmates said also that they had seen red pepper spray marks on Mr. G's neck when he was returned to his cell.

Ombudsman investigators obtained and reviewed CCTV footage of the incident. The footage showed Mr. G. being taken from his cell to the building reception area and a police officer spraying Mr. G. in the face with pepper spray and then handcuffing him. Throughout the incident, Mr. G. appeared docile and obedient.

The Ombudsman Office contacted the rehabilitation centre's management to request the name and details of the police officer who had assaulted Mr. G. and investigators were informed that an internal investigation into the assault had been initiated, and that disciplinary action had been taken against the officer.

An Ombudsman Investigator interviewed the officer who stated that his treatment of Mr. G. was due to Mr. G. refusing to obey an order when an inmate head count was being carried out. He said that he used pepper spray because Mr. G. refused an order to enter his cell.

In light of the evidence examined, Ombudsman investigators concluded that the actions of the police officer concerned may constitute a criminal offence and the complaint was referred to the Security Court for criminal investigation, which decided to inflict a disciplinary penalty of a three days salary deduction and 7 days extra working hours. The complainant was informed of the action taken.

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Section Three

Death in Detention

Investigations

Death in Detention Investigation 1

Name	Mr. A
Age	71
Cause of Death	Heart attack
Date	20/7/2019
Location	Salmaniya Medical Complex

On Saturday 20 July 2019, the Dry Dock Detention Centre notified the Ombudsman Office of the death of Mr. A. at the Salmaniya Medical Complex. Mr. A had been transferred to the medical complex earlier that day.

The Ombudsman Office immediately opened an investigation and investigators went to the detention centre and obtained all of Mr. A's medical and medication records from the time of his committal to the centre. Investigators also requested all CCTV footage of areas where Mr. A was present in the period leading up to his transfer to the medical complex. Statements were taken from two witnesses who shared a cell with Mr. A.

Mr. A's medical records showed that he was detained on 17 July 2019. At the time of his committal, Mr. A. was medically examined at the Public Security Health Centre and was found to have high blood pressure and a high cholesterol level. A medical report was prepared and Mr. A. was referred to the Dry Dock Detention Centre clinic where he attended a further medical examination on 18 July 2019. On the same day, he was referred to the Salmaniya Medical Complex for investigation of his kidneys.

Following medical tests at the Salmaniya Medical Complex, Mr. A. was taken back to the Dry Dock Detention Centre on 19 July 2019, where he continued to be monitored in the centre's clinic where it was found that he had high blood pressure and was transferred to the emergency department at the Salmaniya Medical Complex but refused to remain at the hospital despite the advice of the doctor responsible for his care. Mr. A then signed the necessary paperwork to discharge himself against medical advice on 20 July 2019.

Following his return to the Dry Dock Detention Centre,

Mr. A experienced breathing difficulties and was taken back to the centre's clinic. First aid was administered and he was immediately transferred back to the emergency department at the Salmaniya Medical Complex where he was admitted at the Intensive Care Unit. Unfortunately, Mr. A. passed away the same day.

By reviewing the initial death report regarding Mr. A, it was revealed that the death caused from a heart attack due to myocardial infarction.

Upon interviewing the Mr. A's cellmates, they stated that Mr. A only spent about half an hour in the cell in which he felt tired, so they asked the police staff to take him to the clinic, so they took him. They then heard about his death.

The Ombudsman's investigators examined the CCTV recording related to transferring Mr.A from his cell to the center's clinic and then to the Salmaniya Medical Complex. The recording showed that the staff police responded quickly, and it showed the fast procedure of transferring Mr.A from his cell to the center's clinic and examining him then transferring him from the clinic by ambulance.

Ombudsman investigators secured the Public Prosecution Service documents relating to the investigation of the death of Mr. A and the forensic medical report. It was found that his death resulted from a heart attack caused by a myocardial infarction. The Public Prosecution Service concluded that the death was from natural causes and that there was no suspicious circumstances.

Ombudsman investigators noticed upon reviewing the forensic report that an examination of a blood sample taken from Mr.A showed the presence of traces of cannabis, but there is no relation between using that substance and the death.

The Ombudsman's investigators listened to the testimony of the doctor who was following up Mr.A's condition at the Dry Dock Detention Centre's clinic. He stated that Mr.A attended the clinic on 19/7/2019, where he was examined and it was found that Mr.A had a high blood pressure, so he was transferred to Salmaniya Medical Complex and that he got to know that Mr.A refused to stay at the Salmaniya Medical

Complex. The doctor added that on 20/7/2019, Mr. A was brought to the center’s clinic after his return from Salmaniya Medical Complex, where it was found that the level of oxygen in the blood was low and his blood pressure was high. He immediately decided to transfer Mr.A by the center’s ambulance to the emergency department of Salmaniya Medical Complex. Moreover, he added that the analysis of narcotic substances is not carried out for detainees except in the case where signs of abuse on the detainees are shown or by the request of the psychiatrist, and that no analysis of narcotic substances was performed to Mr.A when he was detained due to the short period of time he was in the center.

The Ombudsman Office has concluded its investigations into the decision of closing the complaint as no act of misconduct was committed by any of the Ministry of Interior personnel, with a recommendation to conduct an examination of the narcotic substances of all those held in detention, especially those accused in possession cases or attaining these materials.

Death in Detention Investigation 5	
Name	Mr. B
Age	47
Cause of Death	Natural Death
Date	24/9/2019
Location	Reform and Rehabilitation centre

On Wednesday 24 September 2019, the Jau Reform and Rehabilitation Centre administration informed the Ombudsman Office of the death of Mr. B. at his ward at the centre.

The Ombudsman immediately commenced an investigation and investigators went to the Reform and Rehabilitation centre and obtained all of Mr. B’s records, including medical and medication records, from the time of his committal to the centre on 2/8/2015. Witness interviews were carried out.

Investigators reviewed the records and established that Mr. B. suffered from Hepatitis B and C. Mr. B was also found to be suffering from lymphoma and attended the rehabilitation centre’s clinic and the oncology

department at Salmaniya Hospital for 25 times for monitoring and follow-up.

Ombudsman investigators reviewed statements prepared by police staff members responsible for Mr. B’s ward. It was stated that, on the date of Mr. B’s death, a number of inmates informed the staff that they found Mr. B. unconscious in the bathroom. Staff rushed to Mr.B and found that he was unconscious and did not appear to have any signs of life. An ambulance was then called and arrived immediately to transfer Mr. B. to the centre’s clinic.

The Ombudsman requested CCTV and reviewed footage of the incident. The CCTV footage showed Mr. B was carried to the building’s reception area where two staff members performed cardiopulmonary resuscitation (CPR) until an ambulance arrived two minutes later to transfer him to the centre’s clinic.

Ombudsman investigators interviewed the doctor on duty at the clinic at the time of the incident, who stated that Mr. B was brought to the clinic unconscious with no signs of life. The resuscitation protocol was implemented, and attempts were made to re-start Mr. B’s heart using artificial respiration, an intravenous injection and electric shocks, but were regrettably unsuccessful. The doctor added that no injuries were seen on Mr. B’s body.

The Ombudsman Office requested and secured the Public Prosecution Service forensic report into the death of Mr. B. The report concluded that the death of Mr. B. was from natural causes and stated that no injuries were found that would raise concerns about physical violence. No illicit substances or alcohol were found in body fluid samples. It was concluded that the death was from natural causes and that there was no suspicious circumstances.

Based on that, The Ombudsman Office has concluded its investigations into the decision of closing the complaint as no act of misconduct was committed by any of the Ministry of Interior personnel.

Death in Detention Investigation 3	
Name	Mr. C
Age	46
Cause of Death	Natural Death
Date	29 October 2019
Location	Salmaniya Medical Complex

On 29 October 2019, the Jau Reform and Rehabilitation Centre administration informed the Ombudsman Office of the death of Mr. C at the Salmaniya Medical Complex. Mr. C. had been admitted to the medical complex on 21 October 2019.

The Ombudsman immediately commenced an investigation and contacted the Reform and Rehabilitation Centre's administration where it requested and obtained all of Mr. C's medical and medication records from the time of his committal to the centre.

Investigators reviewed the records and established that Mr. C suffered from Hepatitis C, high blood pressure and diabetes.

Until his admission to the Salmaniya Medical Complex on 21 October 2019, he had been reviewed regularly by medical staff at the centre's clinic for 120 times. In addition Mr. C was followed-up with a psychiatrist consultant. Moreover, Mr.C's death report stated that the death was a result of trauma from pneumonia, venous hypertension and chronic hepatitis C.

Ombudsman investigators interviewed one of the medical specialists at the centre's clinic, who stated that Mr. C. had been suffering with chronic diseases from the time of his arrival at the rehabilitation centre and that he had been reviewed regularly. The specialist said that Mr. C had been prescribed the required medication and arrangements had been made for him to receive a diet suitable for his medical needs. The specialist said that, on 21 October 2019, Mr. C. was found to have a high level of sugar in his blood, abdominal enlargement and breathing difficulties. He was immediately transferred by an ambulance to the emergency division at the Salmaniya Medical Complex.

The Ombudsman Office secured the Public Prosecution Service documents relating to the investigation of the death of Mr. C and the forensic medical report. It was recorded that Mr. C. died of complications resulting from his existing health conditions. Therefore, the Public Prosecution Service concluded its investigations by closing the case as the death of Mr. C was from natural causes and that there was no suspicious circumstances.

Death in Detention Investigation 4	
Name	Mr. D
Age	52
Cause of Death	Natural Death
Date	24 March 2020
Location	Salmaniya Medical Complex

On Tuesday 24 March 2020, the Jau Reform and Rehabilitation Centre administration informed the Ombudsman Office of the death of Mr. D. at the Salmaniya Medical Complex. Mr. D. had been transferred to the Salmaniya Complex on the day of his death.

The Ombudsman immediately opened an investigation and reviewed police statements related to Mr. D's death. It was noted that Mr. D. was recorded to be suffering from tongue cancer and had been admitted to the MOI clinic on 20 February 2020 for his health to be monitored. He remained in the clinic until he was transferred to the Salmaniya Medical Complex on 24 March 2020 for a surgery, following a deterioration in his condition and severe breathing difficulties where he was announced dead during the surgery.

Ombudsman investigators contacted the Reform and Rehabilitation Centre and requested all of Mr. D's records, including medical and medication records, from the time of his committal to the centre on 1 January 2020 to the time of his transfer to the Salmaniya Medical Complex. It was found that Mr.D was suffering from diabetes, high blood lipids and eczema. A sample was taken, which was found to have a cancerous tumor, in addition to swelling of the tongue and under the lower jaw with difficulty in swallowing where a feeding tube was installed through his nose. Mr.D's medical condition was monitored regularly in Al-Salmaniya Medical Complex.

The Ombudsman Office requested and secured the Public Prosecution Service forensic report into the death of Mr.D . The report concluded that the death was due to cardiac arrest and respiratory failure during the surgical procedure, as a result of complications in

his health condition as he was suffering from tongue cancer. It was concluded that the death was from natural causes and that there were no suspicious circumstances.

Based on that, The Ombudsman Office has concluded its investigations into the decision of closing the complaint as no act of misconduct was committed by any of the Ministry of Interior personnel.

Death in Detention Investigation 5	
Name	Mr. E
Age	44
Cause of Death	Natural Death
Date	6 December 2019
Location	Salmaniya Medical Complex

On Friday 6 December 2019, the Jau Reform and Rehabilitation Centre informed the Ombudsman Office of the death of Mr. E. at the Salmaniya Medical Complex. Mr. E. had been admitted to the medical complex on 29 November 2019.

The Ombudsman immediately commenced an investigation and investigators contacted the Reform and Rehabilitation centre and obtained all of Mr. E's records, including his medical and medication records, from the time of his committal to the centre in order to find out the illnesses he was suffering from and the medical care he was getting.

Investigators reviewed the records and established that Mr. E. was admitted to the rehabilitation centre on 23 July 2019 and was medically examined the same day. It is recorded that Mr. E. was suffering from human immunodeficiency virus (HIV). Records show that Mr. E. was seen at the centre clinic 16 times. On 29 November 2019 Mr. E. was examined at the centre's clinic as he was experiencing breathing difficulties and was unable to walk. Therefore, Mr. E. was transferred to the Salmaniya Medical Complex.

The Ombudsman Office requested and received the report of the Public Prosecution Service investigation

into the death of Mr. E. and the related forensic report. The report stated that the death of Mr. E. was due to severe pneumonia caused by HIV. The Public Prosecution Service concluded that the death was from natural causes, with no suspicious circumstances.

Based on examined evidence, The Ombudsman Office has concluded its investigations into the decision of closing the complaint as no act of misconduct was committed by any of the Ministry of Interior personal.

Death in Detention Investigation 6	
Name	Mr. F
Age	48
Cause of Death	chronic disease
Date	11 March 2020
Location	Salmaniya Medical Complex

On Wednesday 11 March 2020, the Jau Reform and Rehabilitation Centre administration informed the Ombudsman Office of the death of Mr. F at Salmaniya Medical Complex. Mr. F. had been admitted to the Medical Complex five days earlier on 6 March 2020.

The Ombudsman Office immediately commenced an investigation. Investigators contacted the reform and rehabilitation centre and requested all of Mr. F's records, including his medical and medication records, from the time of his committal to the centre in order to find out the illnesses he was suffering from and the medical care he was getting.

Investigators reviewed the records and established that Mr. F was detained on 26 January 2019 and was medically examined the next day at the center's clinic. The medical examination showed that Mr. F suffers from immunodeficiency virus (HIV), and hepatitis C. Records show that, throughout his time in the rehabilitation centre, Mr. F was receiving continuous medical treatment for his conditions at the health centre and at Salmaniya Medical Complex.

On 11 March 2020, Mr. F. was examined at the centre's clinic and was referred to the Salmaniya Medical Complex for a number of medical examinations.

The Ombudsman Office requested the report of the Public Prosecution Service investigation into the death of Mr. F and the related forensic report have been requested. . The report stated that the death of Mr. F. was due to severe pneumonia caused by HIV. The Public Prosecution Service concluded that the death was from natural causes, with no suspicious circumstances.

Based on examined evidence, The Ombudsman Office has concluded its investigations into the decision of closing the complaint as no act of misconduct was committed by any of the Ministry of Interior Personnel.

Death in Detention Investigation 7	
Name	Mr. G
Age	52
Cause of Death	heart attack
Date	9 May 2019
Location	Jau Reform & Rehabilitation Centre

On 9 May 2019 Thursday evening, the Ombudsman Office was notified by the Jau Reform and Rehabilitation Centre administration of the death of Mr. G. after being brought from his ward to the centre's clinic while he was unconscious.

The Ombudsman Office immediately opened an investigation and an investigator went to the rehabilitation centre and obtained all of Mr. G's medical and medication records from the time of his committal to the centre. Witnesses were interviewed and CCTV footage relevant to the investigation was secured.

A review of Mr. G's medical records confirmed that he had not suffered from any chronic diseases or other serious conditions since his committal. On 9 May 2019 at 4:20pm, he was found unconscious and showing no signs of life. He was transferred to the centre's clinic where an ECG and pulmonary resuscitation were performed in accordance with the health protocols relating to medical emergencies. Unfortunately, the resuscitation attempt was unsuccessful.

The Ombudsman investigator interviewed Mr. G's

cellmates who said that Mr. G. had fallen unconscious suddenly whilst exercising in his room. The cellmates said that they immediately rushed to call a member of the police staff who transferred Mr. G to the centre's clinic. The cellmates were later informed of his unfortunate death.

The investigator examined CCTV footage which showed that, whilst Mr. G. was exercising, he fell unconscious at 4:17 pm and was rushed to the centre's clinic by police staff and he arrived at the clinic six minutes later at 4:23 pm.

Ombudsman investigators secured the Public Prosecution Service documents relating to the investigation of the death of Mr. G. and the forensic medical report. It was found that his death resulted from a severe drop in the circulatory and respiratory system due to a sudden heart attack. It was concluded that the death was from natural causes and that there were no suspicious circumstances.

The Ombudsman Office has concluded its investigations into the decision of closing the complaint as no act of misconduct was committed by any of the Ministry of Interior personnel.



Section Four

International Cooperation,
Development and Outreach

Introduction

Engaging constructively with the national and international community has always been an Ombudsman Office priority. This year, the Office has, once again, cooperated with a wide range of stakeholders and continues to build bridges with the national and international community, through meetings, workshops, participation at high-level conferences and field visits.

In line with its mandate, the Directorate of International Cooperation and Development leads the Ombudsman Office efforts to communicate and engage with key local and international decision makers, heads of diplomatic missions, local and international non-governmental organisations and the local community.

Meetings with heads of diplomatic missions and other representatives of friendly countries have provided a particularly valuable opportunity to discuss and share experience about best practice investigation, oversight, training and quality assurance arrangements. The Ombudsman welcomes the opportunity to share the progress made over the last six years and to learn from others.

The Ombudsman team are key to the delivery of rigorous, independent investigation and high stakeholder service standards. In its efforts to ensure the continuous support and development of all of its people the Office has, as in previous years, organised and participated in a number of workshops with the aim of further enhancing the knowledge and skills of its investigators and support staff.

The following events are examples of some of the outreach activities that the Ombudsman Office was involved in during the year.



On January 2020 the Ombudsman, at the invitation of His Excellency Sheikh Nasser bin Abdul Rahman Al Khalifa, Undersecretary of the Ministry of the Interior, participated in a tour of the Jau Reform and Rehabilitation Centre.

The purpose of the tour was to view the progress made in delivering the MOI project, informed by Ombudsman recommendations, to progressively replace all old buildings and facilities with new buildings constructed to international best practice specifications.



In the context of its commitment to continuous development and training, the Ombudsman Office held a specialised investigator training course, delivered by a distinguished international expert, on “Mechanisms and Procedures for the Investigation of Complaints and Requests for Assistance”.



The Ombudsman Office received Mrs. Alison King, the new spokesperson for the British government in the Middle East and North Africa. Representatives of the Ombudsman Office, the Special Investigation Unit and the National Institution for Human Rights were also welcomed to the meeting.



On 1st December, 2019, the Ombudsman Office celebrated the Bahraini women's Day, The Ombudsman and the Deputy Ombudsman thanked all the female investigators and employees for their touchable efforts and commitment which helped to develop the trust of the community and looking forward to continue to work hard to further develop our service.



The Ombudsman received Ghazi Faisal Al Rahma, a member of the Representatives Council. Mr. Al Rahma was briefed on the activities of the Ombudsman Office and its history of constructive cooperation with the Representatives Council.

Mr. Al Rahma praised the impartiality, professionalism and transparency demonstrated by the Ombudsman Office stressing its important contribution, along with other autonomous national institutions, to the fostering of human rights.



The Ombudsman received His Excellency Ambassador Domenico Bellato from the Italian Embassy in Bahrain.

During the meeting, the Ombudsman and Ambassador discussed the role of the Ombudsman Office in promoting respect for human rights and the considerable progress made, over the last six years, in building public confidence in the integrity and independence of the Office.



Ombudsman senior staff, along with representatives of the Judicial and Legal Studies Institute, attended a workshop organised by the Special Investigation Unit (SIU), in cooperation with the United Nations Development Programme. The specialist event examined international best practice in criminal investigation and evidence evaluation methodologies.

The workshop, which was run by expert trainers, also facilitated the exchange of ideas and visions for the future service delivery priorities and development plans of the participating organisations.

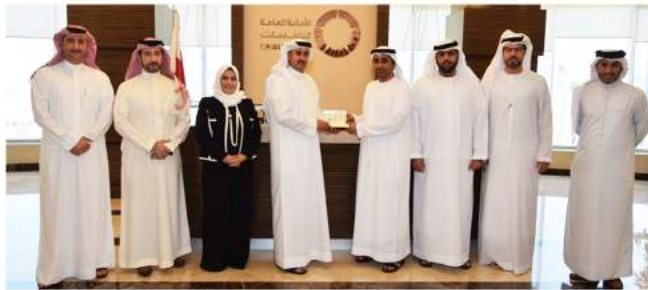


The Ombudsman met with and briefed Dr. Sigurd Pacherm, the Austrian Ambassador to Bahrain. Dr. Sigurd, who is based in Kuwait, was very interested to learn more about the operation of Ombudsman Office and the progress made since its inception six years ago.



The Ombudsman and his Deputy received, Mr. Domenico Bellato, the Ambassador of the Republic of Italy, to the Kingdom of Bahrain. Mr. Bellato was accompanied by Mr. Nicola Lettieri, a judge of the European Court of Human Rights, who has held several high positions in the Italian judiciary. The Ombudsman and visitors were also joined by the Deputy Ombudsman and the Head of the Special Investigation Unit.

The Ombudsman briefed the guests on the role, operation and challenges faced by his Office as the first and only one of its kind in the region. He emphasised his ongoing wish to share experience with and learn from, complaint investigation and oversight practice internationally.



The Ombudsman received a delegation from the Central Military Complaints Committee at the Ministry of Interior in Dubai, the United Arab Emirates.

Following a presentation by the Ombudsman, the delegates welcomed the opportunity to ask questions, share experience and compare the Ombudsman Office roles, responsibilities and operational practice with the scope and function of the Dubai Committee.



The Deputy Ombudsman Mrs. Ghada Hameed Habib received a delegation of lawyers on an educational field visit, carried out in cooperation with the Cultural Committee of the Bahrain Bar Association.



The Ombudsman Office welcomed the chance to speak to new recruits at the Royal Police Academy and emphasise the responsibility shared by all in policing, complaint investigation and oversight in promoting respect for human rights principles.



The Ombudsman Office delivered a training lecture to legal researchers, appointed to work in the Public Prosecution Office. Those attending were introduced to the role and responsibilities of the Ombudsman Office for investigating complaints, serious allegations and deaths, and for the monitoring of all places of detention.



Mrs. Ghada Hameed Habib, Deputy Ombudsman, received a number of delegations of employees from the United States Congress, as part of a programme of visits to the Kingdom of Bahrain.

Congress visits take place throughout the year and provide an opportunity for delegates to learn about the history, responsibilities, role in promoting respect for human rights principles, operational outcomes and performance goals and statistics of the Ombudsman Office.



On 26 and 27 November 2019, the Ombudsman Office organised a team development event for all Ombudsman investigation and support staff. The event was attended by a leading international expert in Ombudsman services and included several information sharing presentations, relevant to the work and interests of the Office. These included a detailed update on the operation and outcomes of the Bahrain Alternatives to Custody Initiative, an investigator “Keeping Safe” presentation and a Q and A by a local healthcare expert.



On 13 and 14 October 2019 the Special Investigation Unit, in cooperation with the United Nations Development Programme, organised a conference themed “Protecting Human Rights in the Criminal Justice System.” The event aimed to share national efforts to promote human rights in line with international standards.



The Ombudsman and the Deputy Ombudsman were delighted to contribute to the conference, along with the United Nations Resident Coordinator in the Kingdom, members of the judiciary, representatives of the Public Prosecution Office and local and international criminal justice experts. The event was also attended by heads and representatives of key institutions and agencies in Bahrain and members of the judiciary from the countries of the Gulf Cooperation Council.



The Special Investigation Unit organised, in cooperation with the Ombudsman Office, a three-day workshop to examine investigation strategies for allegations of ill treatment. The initiative, which was supported by the United Nations Development Program and the British Embassy in the Kingdom of Bahrain, was presented by a group of experts from the British Police College.



A delegation from the Ombudsman Office and the Prisoners and Detainees Rights Commission participated in the twenty-first conference of the International Corrections and Prisons Association (ICPA) in the Argentina capital, Buenos Aires. The conference, which is one of the largest international events for professionals in this field, discussed a wide range of topics related to prisons and corrections challenges.





A delegation from the Ombudsman Office headed by Deputy Ombudsman, Mrs. Ghada Hameed Habib, participated in the work of the second Istanbul International Ombudsman Conference. The conference examined the Principles of Good Administration of the member countries of the Organization of Islamic Cooperation Ombudsmen Association (OICOA.)

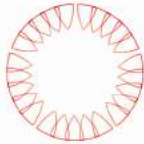


With the assistance of the British Embassy in Manama, a delegation from the Ombudsman Office, took part in a best practice study visit to the United Kingdom. A representative of the Special Investigation Unit joined the delegation.

The delegate itinerary included visits to the Hampshire County Professional Standards Department, the Independent Office for Police Conduct and the widely acclaimed Clink prisoner rehabilitation training project.



الأمانة العامة
للتظلمات
OMBUDSMAN
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Ministry of Interior



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