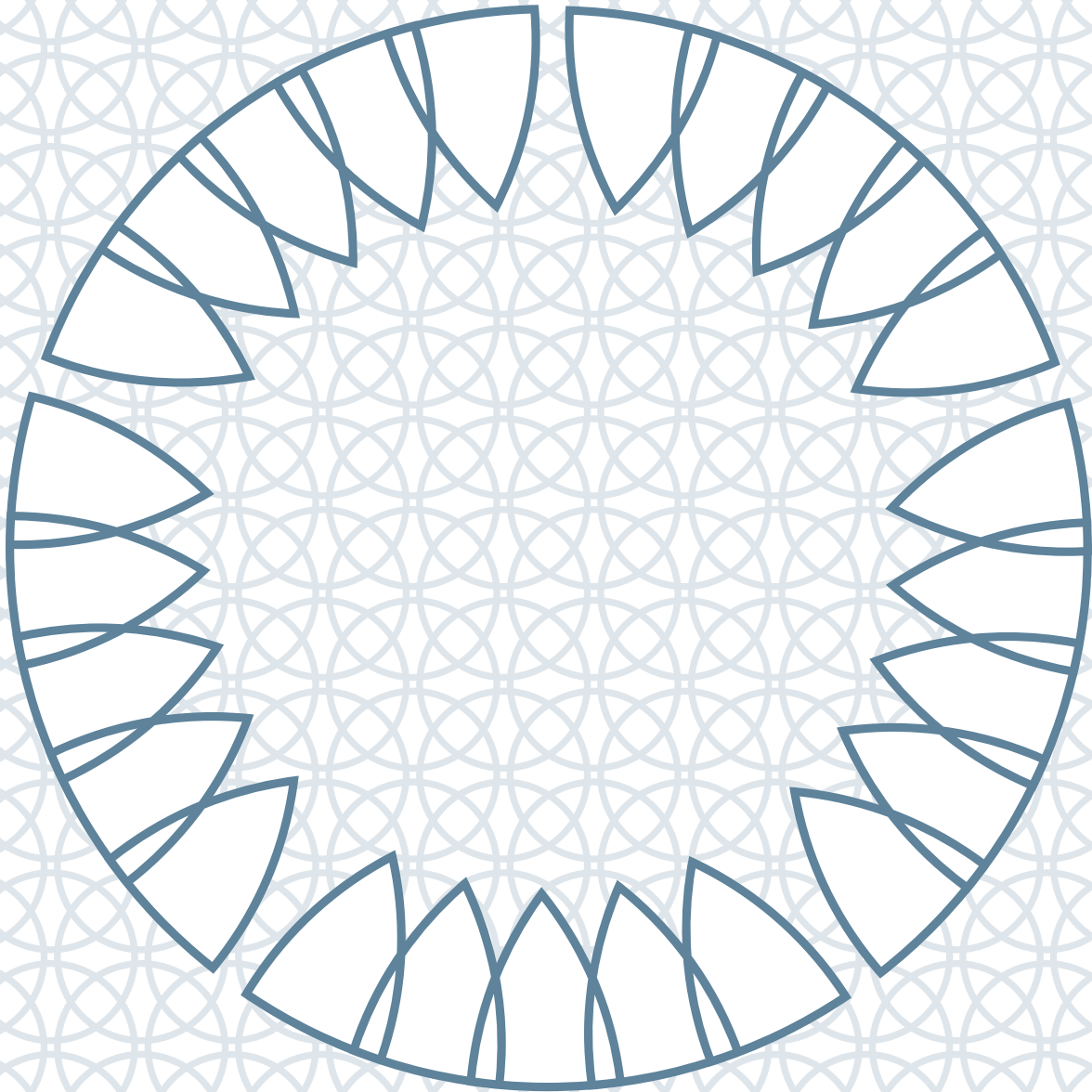
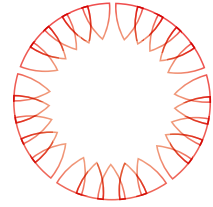


مملكة البحرين
Kingdom of Bahrain

الأمانة العامة
للتظلمات
OMBUDSMAN

وزارة الداخلية Ministry of Interior



Second Annual Report

2014 - 2015

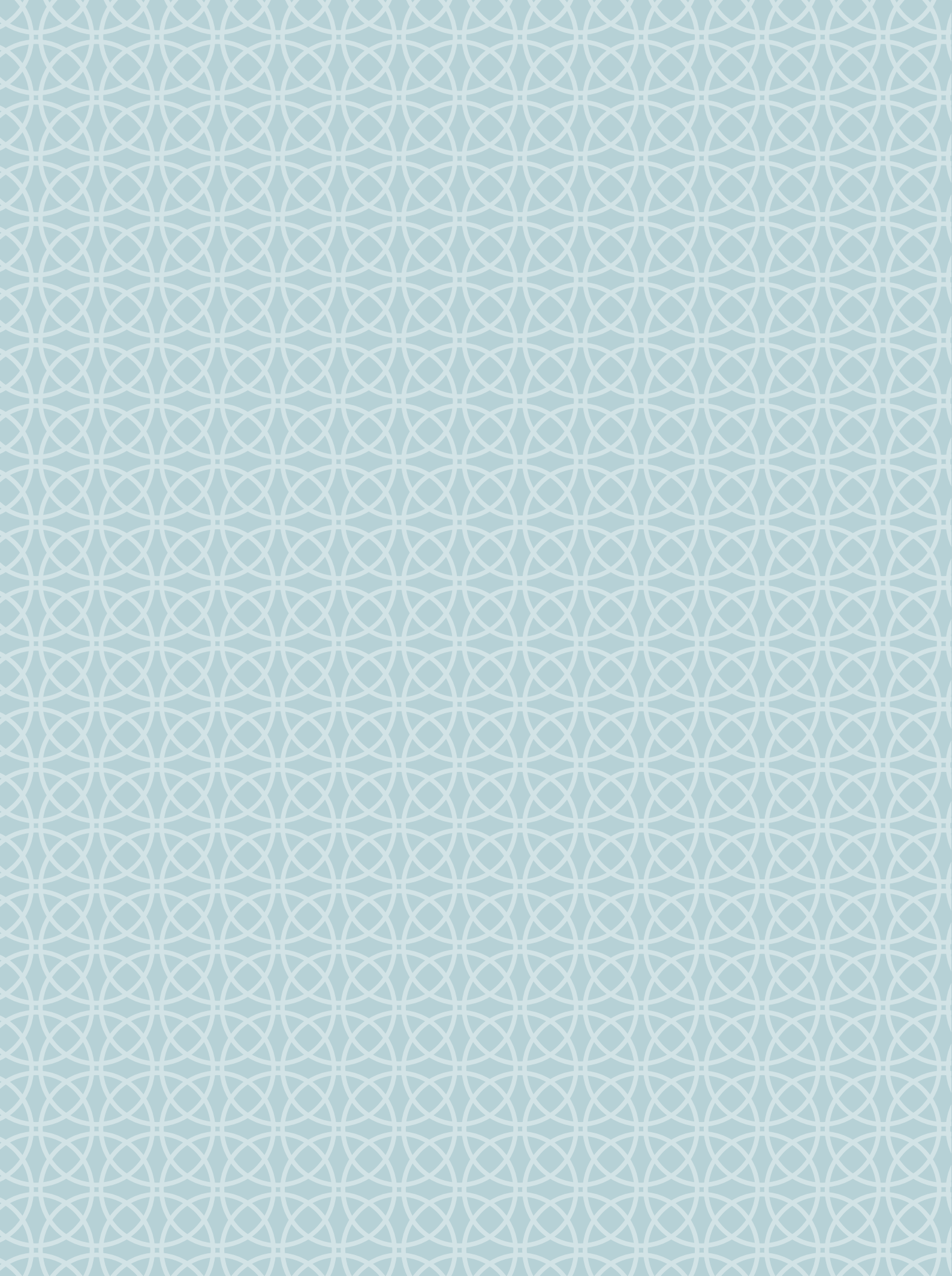


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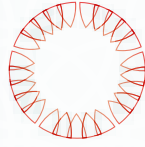
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Foreword by
▷ the Ombudsman

It is with great pleasure that I bring you my second Annual Report covering the period 1 May 2014 to 30 April 2015.

Over the last year many changes have been made to our operational and administrative processes and practice. Particular efforts have been made to inform our service users and other stakeholders about the role and scope of the Ombudsman. These efforts have contributed to improvements in both the uptake and the quality of the services we provide. We will continue to strive to ensure that our work is informed by international investigative and oversight best practice.

The Ombudsman team is acutely aware of the very important role the Office has to play in building trust and mutual respect between the community and the police / other Ministry of the Interior (MOI) employees. It was, therefore, a great honour this year to be awarded the Chaillot Prize for the promotion and protection of Human Rights in the Kingdom of Bahrain. The Prize, which is awarded by the Delegation of the European Union in Riyadh, was shared with the National Institu-

tion for Human Rights. (NIHR). We take very seriously our responsibility to deliver an independent, impartial, professional service and this recognition of our contribution is much appreciated.

The Ombudsman Office investigates complaints against employees of the Ministry of the Interior (MOI) and responds also to a great many requests for assistance. The Office also has particular responsibilities in relation to the treatment of prisoners and detainees.

This year has seen a significant growth in the number of complaints brought to the Ombudsman Office and, in the face of the growing demand for our services, we have made considerable efforts to further develop our investigation capacity and competence. We have recruited and trained additional investigators and support staff; reviewed and improved many of our systems, policies and procedures and we are increasingly using our management information system to further develop the services that we provide to those who use our Office. We are pleased with our progress but our workload is significant for an organisation just entering its third year of operation and we know that there is still much to do.

▷ Complaints have, this year, been subdivided into requests for assistance and complaints ◁

Complaints have, this year, been sub-divided into requests for assistance and complaints. In general, complaints brought to the Ombudsman require investigation of the application of relevant laws, policies and procedures. Sometimes gaps in existing policies are identified or it is found that an operational procedure needs to be properly formalised and communicated to staff. Requests for assistance, on the other hand, usually involve a person seeking information about, for example, such matters as: how to arrange a prison visit or phone call; prison or detention centre medical services or how to access education. Whether responding to complaints or requests, Ombudsman Investigators always do their best to assist those choosing to use our independent service.

- ▷ This year [Ombudsman Complaint] boxes, which can only be opened by Ombudsman staff, have been placed in the main police stations in every governorate ◁

A significant number of those making complaints or submitting requests for assistance last year did so by visiting the Ombudsman Office in person. We will continue to welcome those coming to our Office during the next year but will look also at further improving accessibility for those who prefer to contact us in other ways. I reported last year our plan to locate Ombudsman com-

plaint boxes in police stations and places of detention and rehabilitation. This year boxes, which can only be opened by Ombudsman staff, have been placed in the main police stations in every governorate. Arrangements for locating boxes in rehabilitation and detention centres will be progressively rolled out in due course.

I am delighted to report that our computerised Complaint Management System (CMS) is now fully operational. Developing a system that fully meets our needs has been challenging but the management reporting, activity tracking and quality assurance capability of our system is now progressively helping us to monitor and improve our service. We have complete visibility for all of the complaints in our system and the information and statistics related to them. We can also track recommendations and referred cases.

- ▷ During the period 1 May 2014 and 30 April 2015, the Ombudsman Office received 908 complaints and requests for assistance. This is an increase of 375% compared with last year's total ◁

During the period of 1 May 2014 and 30 April 2015, the Ombudsman Office has received 908 complaints and requests for assistance. This is an increase of 375% compared with last year's total of 242 and is, we believe, evidence of the growing trust in the independence and in-

tegrity of the Ombudsman. As a result of these Ombudsman complaint and request investigations, 19 members of the police were referred to the relevant criminal courts and another 14 were referred to the disciplinary courts. Section One of this report provides a breakdown of all of the complaints and requests received.

▷ As a result of Ombudsman complaint and request investigations, 19 members of the police were referred to the relevant criminal courts and another 14 were referred to the disciplinary courts ◁

The year also saw the publication, in July 2014, of the new Law of the Institute of Reform and Rehabilitation which will address many Ombudsman recommendations. The comprehensive Reform and Rehabilitation Centre Regulations that will in due course give full effect to the Law will become the baseline against which Ombudsman investigators will assess the issues and concerns brought to them.

The new Law requires every detention / reform and rehabilitation centre to operate an internal complaint process and we will be sharing our expertise and experience to support the development of effective and responsive schemes. It will, of course, continue to be the case that members of the public and detainees will have the right to bring complaints to the Ombudsman and we will continue our efforts to make sure that everyone is fully aware of this right and that no one is ever discouraged from using our independent service.

▷ The Ombudsman Office has, in coordination with the Directorate of Reform and Rehabilitation, located a dedicated office at Jau Prison ◁

In support of this commitment, the Ombudsman Office has, in coordination with the Directorate of Reform and Rehabilitation, located a dedicated office at Jau Prison. This has two benefits. It very importantly means that meetings with complainants can take place in a quiet, private office away from the main prison. It means

also that our investigators can reduce their overall travel time and more efficiently and effectively schedule complainant meetings, access required evidence and act to resolve simple complaints and concerns



Dedicated Ombudsman office at Jau Prison for Prisoner Complaints

In addition to the new Law of the Institute of Reform and Rehabilitation the Ministry of Interior has taken other important action following Ombudsman recommendations. In September 2013, the Ombudsman Office published a report highlighting concerns about the conditions and facilities in Jau Prison and recommended that urgent action should be taken to address these concerns. The Ministry of the Interior subsequently commenced a programme of work to progressively build new accommodation to replace existing buildings to bring them in line with international standards. The new building programme at Jau Reform and Rehabilitation Centre is a response to the Ombudsman's recommendation and evidences the determination of the Ministry to rehabilitate offenders in Bahrain. The programme will also go a long way to addressing many other Ombudsman recommendations about detainee facilities and the availability in places of detention of adequate purposeful, rehabilitative activity. Each cell in the new facilities has, in accordance with international standards, bathroom facilities; adequate natural lighting and a television. Also in line with international best practice, surveillance cameras have been installed in all hallways and corridors; new security and safety arrangements are in place and space and facilities have been allocated for activities, education and other purposeful, rehabilitative programmes.



New buildings at Jau Prison to replace the old ones

▷ The new building programme at Jau Reform and Rehabilitation Centre is a response to the Ombudsman's recommendation ◁



One of the new cells in Jau Prison

In specific response to an Ombudsman recommendation, new dedicated facilities at Dry Dock Detention Centre have been designated exclusively to house convicted young persons aged between 15 and 18 away from the general population. Another dedicated facility will house young men aged 18 and 21. These developments are being supported by the delivery of dedicated training courses, for all members of the Directorate of Reform and Rehabilitation and other police station staff, on dealing effectively with inmates, detainees, and members of the public.

▷ New dedicated facilities at Dry Dock Detention Centre have been designated exclusively to house convicted young persons aged between 15 and 18 away from the general population ◁

In December 2014, the Ministry of Interior, also commenced the implementation of the recommendation made in the first Ombudsman Annual Report, that all police vehicles should have clearly visible unique identification numbers on the sides.

The Ombudsman Office remains fully committed to supporting all of the efforts planned and already delivered in response to the recommendations made in its various reports.



Visible and clear identifiable numbers on the sides of police vehicles

Over the course of the year, the Ombudsman received complaints about, or exercised his right to call himself in to investigate, a number of serious incidents. Serious incidents include all allegations of torture and /

or assault, as well as any other allegation of a serious nature. We take very seriously our duty to fully investigate all such allegations. We also take seriously the right of police officers and staff who do their jobs professionally and respectfully, to be protected from malicious and false allegations.

Work to further develop investigative practice in investigating serious incidents has continued this year with further investigator training. The Office Serious Incident Investigation Policy has also been further developed and requires the early investigation of every serious incident allegation brought to the Ombudsman that has not been directly referred to the Special Investigation Unit or the Public Prosecution, for criminal investigation. In every case, the Ombudsman takes a full complainant statement and immediately requests potentially relevant evidence from a wide range of sources. As soon as the Ombudsman examines evidence that appears to suggest that a criminal offence may have been committed the case file is, in line with the requirements of the Ombudsman Decree, referred with all of the related case notes and evidence to the appropriate agency for criminal investigation.

Every case referred is followed up by the Ombudsman Office and the complainant is regularly updated on the progress of the investigation. The case is also reviewed by the Ombudsman following conclusion of the criminal investigation process. The Ombudsman believes that this follow-up and review activity provides important assurance to complainants and organisations who trust his independent Office with their complaints.

The Ombudsman has also this year directed additional resources into the investigation of policy, procedural or administrative matters identified during the course of serious incident investigations. These investigations continue whilst the criminal investigation is ongoing. Examples include any allegation that procedures for permitting legal representation were not followed; any allegation that requirements for medical

consultations were not properly implemented and any allegation that family contact arrangements were not adequate or timely. A recent example of one such investigation was the Ombudsman investigation into the circumstances surrounding the death, following a serious assault by MOI employees, of an inmate in Jau Rehabilitation and Detention Centre. The Ombudsman findings resulted in the Office issuing a recommendation that no member of the security forces or judicial officer should be permitted to contact or interact with any prisoner or detainee without express permission to do so being granted by the Public Prosecution. The recommendation was accepted and implemented by Ministerial Decree number (217) of 2014, issued on 19 November 2014.

▷ This year, 11 death investigations were commenced ◁

An additional very important responsibility of the Ombudsman Office is the investigation of deaths in detention or any death of a detainee or inmate following transfer to a hospital. Towards the end of 2014, the Ombudsman Office carried out a full review of its death in detention investigation process and we have been progressively developing our investigative approach. Staff training and development in this important work area is ongoing. Our aim in investigating deaths is always to provide information and answers for families who have lost a family member in prison or detention. We also make every effort to ensure that any important learning that might prevent future tragedies or improve the care of those who are ill or vulnerable is captured and relevant recommendations made. This year, 11 death investigations were commenced and these are described in Section Three of this report. In reporting these deaths, particular concerns have been identified in relation to the number of deaths where the use of non-prescribed medication or illicit substances caused or contributed to the death. Related recommendations have and will continue to be made.

Over the last year, my team and I have continued our efforts to engage and share experience with the international community. Meetings and other ongoing communication have taken place with numerous bodies and institutions. Every effort has been made to respond helpfully to information requests and to investigate concerns raised. The Ombudsman and his team have also spoken at and participated in several conferences, in Bahrain and abroad, concerned with oversight, human rights and criminal justice development,

In Bahrain, the Ombudsman Office has continued to engage with a wide range of embassies; criminal justice bodies; other government departments; human rights organisations; NGOs and other stakeholders wherever helpful, to share experience and address questions or concerns. Significant efforts have also been made to share information about the Ombudsman with the citizens of and visitors to Bahrain. To this end, a programme of visits to educational establishments such as the University of Bahrain and the Applied Science University and other community forums has been undertaken, alongside a programme of open communication seminars, including ones for the Indian, Pakistani and Philipino communities in Bahrain. We are very keen that everyone in Bahrain should understand our role and know how to access our service.

In conclusion, I want to thank all the colleagues inside and outside of the Criminal justice System and from other places who have cooperated with us and supported our efforts over the last year. These include: the Supreme Judicial Council, the Public Prosecutor's Office, the Special Investigation Unit, the Ministry of the Interior, the Ministry of Justice and Islamic Affairs the Ministry of Foreign Affairs, both Houses of Parliament, the Information Affairs Authority, the National Institution for Human Rights, the Prisoner and Detainee Rights Commission, the National Health Regulatory Authority, the University of Bahrain, The University of Applied Sciences, the European Union Delegation in Riyadh, Her

Majesty's Inspectorate of Prisons, Northern Ireland Co-operation Overseas, Embassies and Diplomatic Missions and other local and international organisations that are in contact with the Ombudsman Office.

Finally, I would particularly like to thank my team for their hard work and for the care they put into investigating the concerns of those who trust us with their complaints and requests for assistance. Ours is the first Ombudsman Office in the Region. Our task was always going to be challenging. Delivering a fully impartial, independent service that is evidence based and deals with everyone – those making complaints and those complained about – in a way that is fair and just, requires the highest standards of integrity and decency. My staff and I take that responsibility very seriously indeed and we will continue to make every effort, moving forward, to further improve and build upon our early efforts to do justice to our important task.

Nawaf Mohamed Al Moawdah
Ombudsman

Ombudsman Complaint box
at a police station





Section One

Ombudsman

2014 - 2015 Statistics

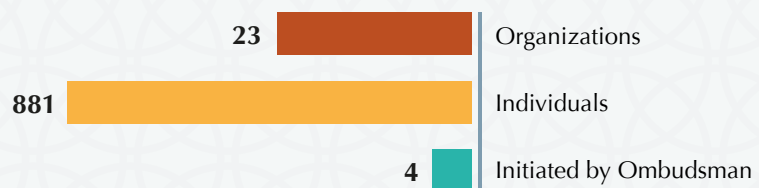
Total Number of Complaints Received by the Ombudsman Office



Complaint Category	Number
Complaints	319
Assistance Requests	589 *
Total	908

* Includes 196 specifically relating to the Jau Prison riot in March 2015

Origin of Complaints



Origin	Number
Individuals	881
Organizations	23
Initiated by Ombudsman	4
Total	908

Complainants According to Gender



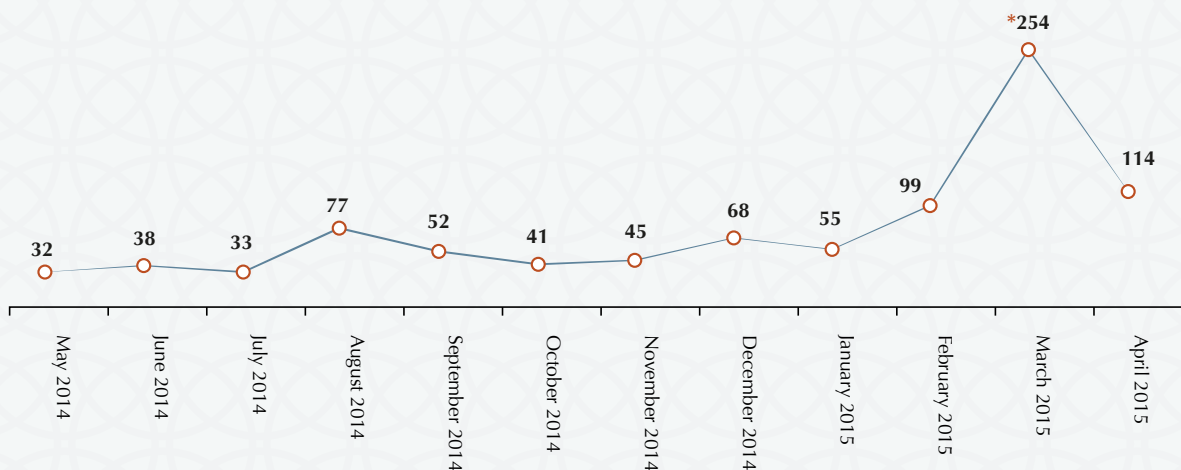
Gender	Number
Male	550
Female	331
Total	881

Method of Complaint Submission



Method	Number
In Person	878
Email	26
Initiated by Ombudsman	4
Total	908

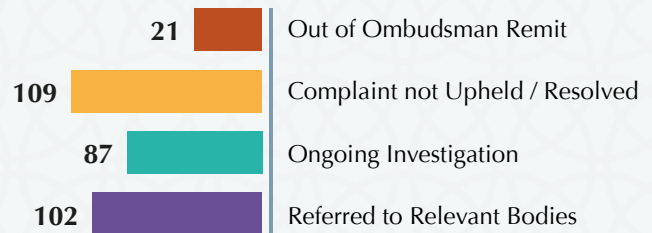
Complaint Figures Received Each Month



Month	Number
May 2014	32
June 2014	38
July 2014	33
August 2014	77
September 2014	52
October 2014	41
November 2014	45
December 2014	68
January 2015	55
February 2015	99
March 2015	254
April 2015	114
Total	908

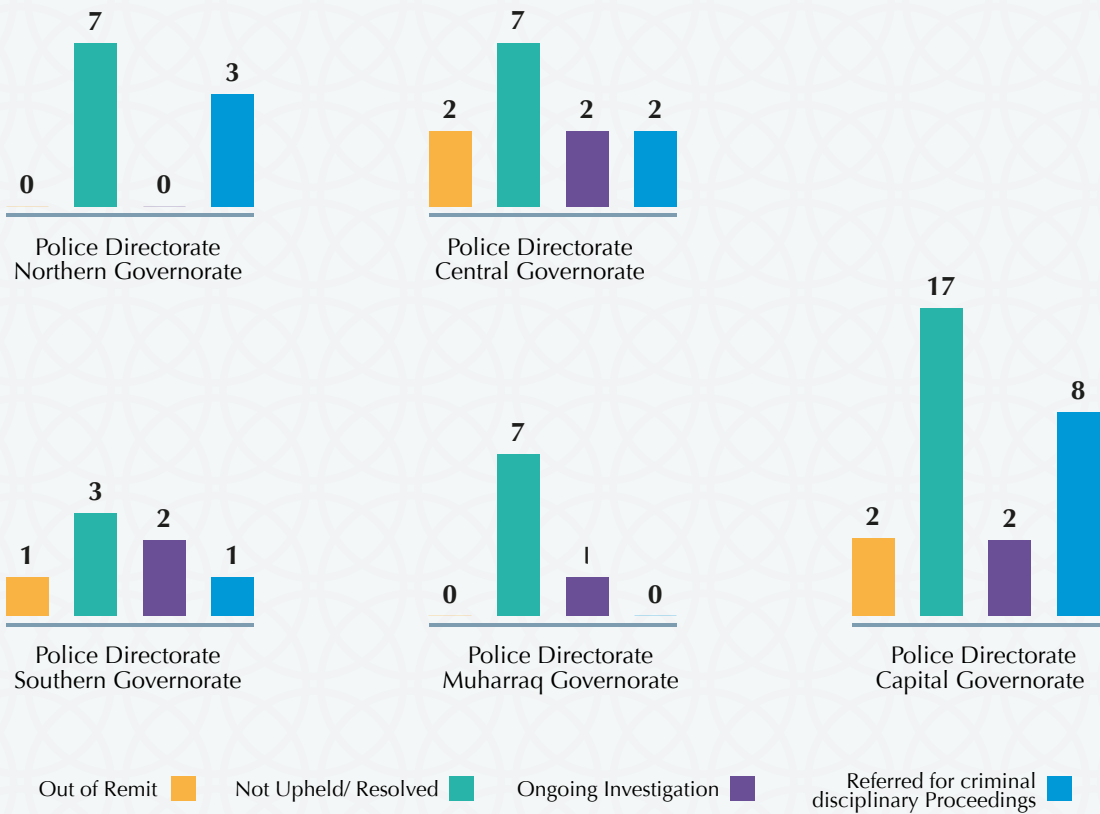
* Includes 196 specifically relating to the Jau Prison riot in March 2015

Actions Taken with Regard to Complaints



Action Taken	Number
Referred to Relevant Bodies	102
Ongoing Investigation	87
Complaint not Upheld / Resolved	109
Out of Ombudsman Remit	21
Total	319

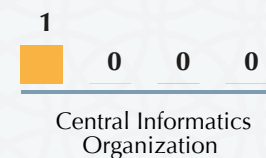
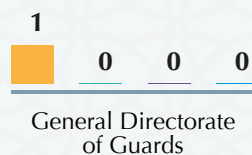
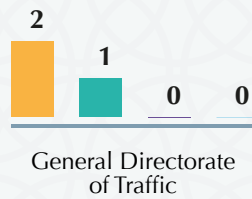
Complaints against Directorates/Institutions



Directorate/Institution	Action Taken				Total
	Referred for criminal/ disciplinary Proceedings	Ongoing Investigation	Not Upheld /Resolved	Out of Remit	
Police Directorate Capital Governorate	8	2	17	2	29
Police Directorate Muharraq Governorate	0	1	7	0	8
Police Directorate Southern Governorate	1	2	3	1	7
Police Directorate Central* Governorate	2	2	7	2	13
Police Directorate Northern Governorate	3	0	7	0	10
Total	14	7	41	5	67

* Statistics of the Central Governorate were recorded separately until 1 May 2014. The Governorate was subsequently merged with the Southern Governorate by Royal Decree

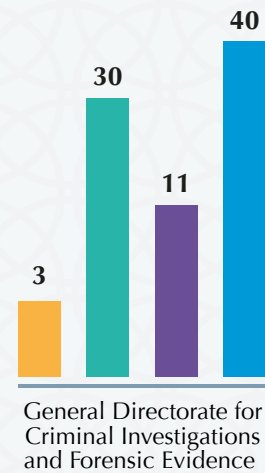
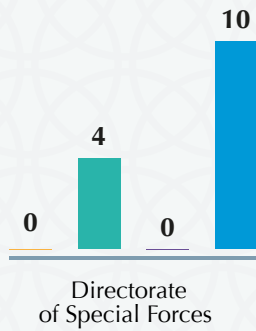
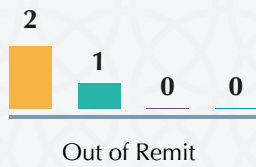
Continued - Complaints against Directorates/Institutions



Out of Remit ■ Not Upheld/ Resolved ■ Ongoing Investigation ■ Referred for criminal disciplinary Proceedings ■

Directorate/Institution	Action Taken				Total
	Referred for criminal/ disciplinary Proceedings	Ongoing Investigation	Not Upheld /Resolved	Out of Remit	
Central Informatics Organization	0	0	0	1	1
General Directorate of Guards	0	0	0	1	1
Directorate of Discipline and Preventative Security	1	0	0	0	1
General Directorate of Traffic	0	0	1	2	3
Nationality, Passports and Residency Affairs	4	1	4	2	11
Total	5	1	5	6	17

Continued - Complaints against Directorates/Institutions



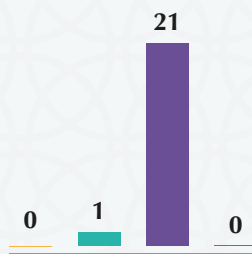
Out of Remit ■ Not Upheld/Resolved ■ Ongoing Investigation ■ Referred for criminal disciplinary Proceedings ■

Directorate/Institution	Action Taken				Total
	Referred for criminal/ disciplinary Proceedings	Ongoing Investigation	Not Upheld /Resolved	Out of Remit	
General Directorate for Criminal Investigations and Forensic Evidence	40	11	30	3	84
Directorate of Custom Affairs	0	1	1	1	3
Directorate of Special Forces	10	0	4	0	14
Airport Police	0	0	1	2	3
Out of Remit	0	0	1	2	3
Total	50	12	37	8	107

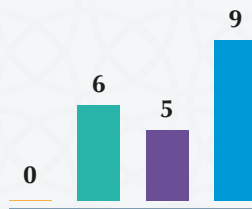
Complaints Originating from Reform and Rehabilitation Centres



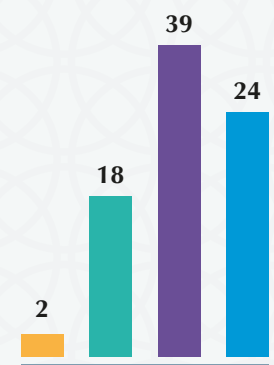
Women's Detention Centre



Women's Reform and
Rehabilitation Centre



Custody Detention
Centre (Dry Dock)

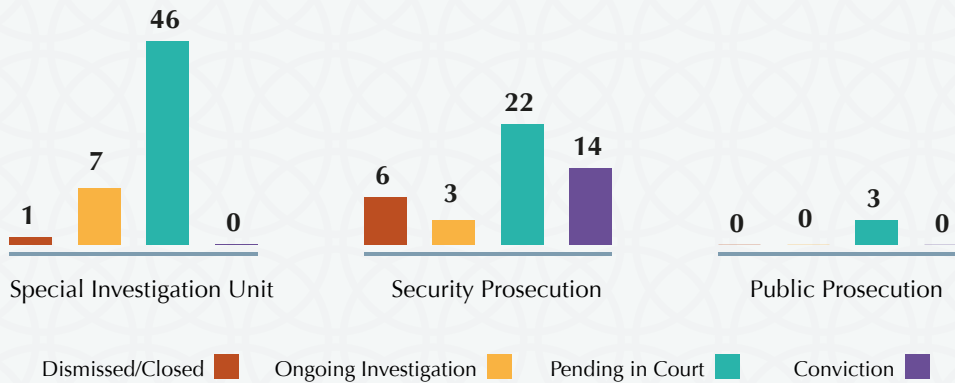


Reform and Rehabilitation
Centre (Jau Prison)

Out of Remit ■ Not Upheld/ Resolved ■ Ongoing Investigation ■ Referred for criminal disciplinary Proceedings ■

Reform and Rehabilitation Centre	Action Taken				Total
	Referred for criminal/ disciplinary Proceedings	Ongoing Investigation	Not Upheld /Resolved	Out of Remit	
Reform and Rehabilitation Centre (Jau Prison)	24	39	18	2	83
Custody Detention Centre (Dry Dock)	9	5	6	0	20
Women's Reform and Rehabilitation Centre	0	21	1	0	22
Women's Detention Centre	0	2	1	0	3
Total	33	67	26	2	128

Organizations to which Ombudsman Complaints referred for Criminal/Disciplinary Investigation



Body to which Complaint was Referred	Action Taken				Total
	Dismissed/Closed	Ongoing Investigation	Pending in Court	Conviction	
Public Prosecution	0	3	0	0	3
Security Prosecution	14	22	3	6	45
Special Investigation Unit	0	46	7	1	54
Total	14	71	10	7	102

Actions Taken in Relation to Requests for Assistance

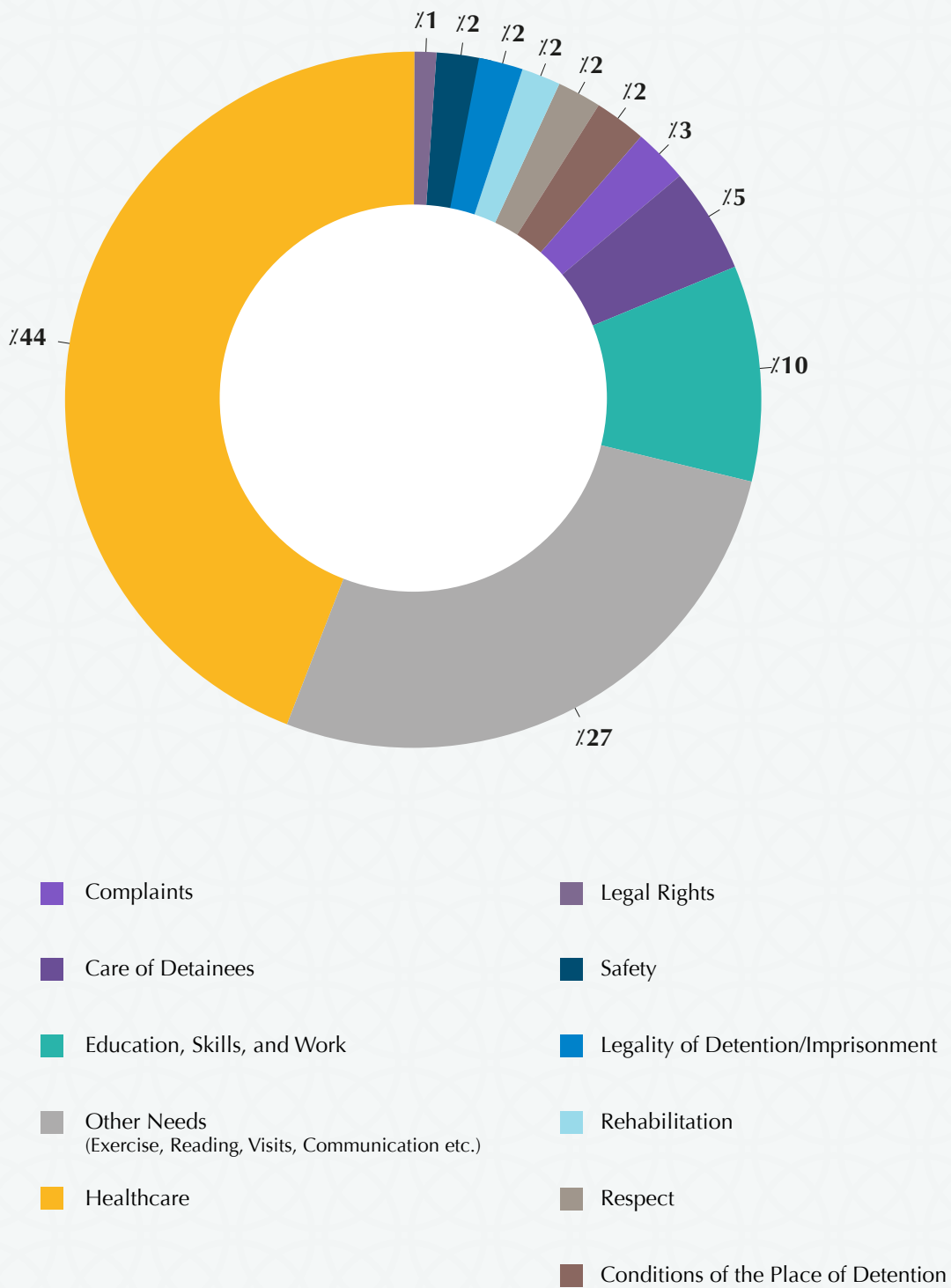


Action Taken	Number
Out of Remit	80
Settled	473
Ongoing Investigation	36
Total	589

Requests for Assistance Categories against Ombudsman Standards

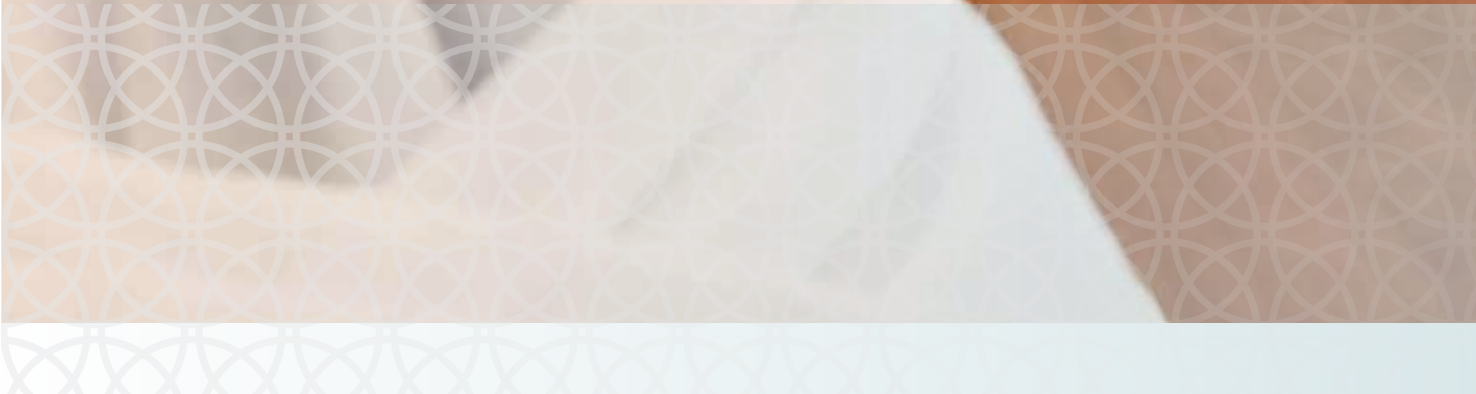
Category	Number
Mother and Child Unit	2
Accompanying and Transporting Inmates	2
Assistance Means	2
Clarification on Legal Rights	6
Safety	9
Legality of Detention/Imprisonment	9
Rehabilitation	11
Right to Respectful Treatment	12
Conditions of the Place of Detention	14
Complaint System	15
Detainee Care Arrangements	28
Education, Skills, and Work	59
Other Needs (Exercise, Reading, Visits, Communication etc.)	161
Healthcare	259
Total	589

Requests for Assistance Categories against Ombudsman Standards



Taking care
to serve the public

المقابلة مسجلة
Recorded Interview





Section Two

Sample Complaint

Investigations

Sample Case 1

A complainant e-mailed the Independent Ombudsman to make a complaint on behalf of his son, Mr. A, who is an inmate in Jau Prison. Mr. A's father requested the Office's assistance in helping his son to sit his English Language examination, in order for him to graduate from his programme of study and earn his degree. Mr. A's father explained also that he had obtained consent from the Sentence Implementation Judge for his son to sit the examination. He said that he was, however, experiencing difficulty in coordinating between the prison administration and the educational institute administration. Mr. A's father was concerned that the examination and re-sit periods might expire, before an arrangement was made for his son to sit his examination. He explained that this had happened previously because of procedural problems.

The Independent Ombudsman immediately contacted the prison administration at Jau Prison who confirmed that there was no objection to arranging for Mr. A to sit his examination, subject to the institute providing approval in a formal letter. When contacted by Ombudsman investigators, the institute stated that they had previously sent a letter to the administration at Jau Prison confirming the required approval for Mr. A to sit his exam and notifying the examination date.

The Independent Ombudsman continued to follow up with Jau prison to ensure that the required action was taken. Mr. A then sat his final examination, enabling him to complete his degree and graduate.

Given the importance of education in inmate rehabilitation, the Ombudsman also made a recommendation that Jau Prison should review its procedures for liaising with examination bodies and arranging detainee and inmate examinations.

The case was closed as settled.

Sample Case 2

The Independent Ombudsman received a complaint from a person who was complaining on behalf of his brother. He said that his brother had been apprehend-

ed whilst selling illegal drugs and that, during his arrest, he was assaulted by members of the Public Security Forces (PSF.) He said also that his brother was then transferred to the Salmaniya Medical Complex (SMC) for treatment. A copy of a related medical report, issued by the orthopedic department at SMC was provided and indicated that the complainant had suffered an injury to his brachial plexus (spinal nerves) and also to his wrist.

Following receipt of the complaint, Ombudsman investigators interviewed the complainant's brother. Investigators then attended the SMC and interviewed the complainant, who provided details of the alleged assault. He said that the assault had been carried out by members of the PSF during his arrest in an effort to extract information from him.

On the back of the evidence examined during their early investigation, the Ombudsman investigators concluded that a crime may have been committed and referred the case and evidence to the Special Investigation Unit (SIU). In line with its normal practice, the Ombudsman Office continued to monitor the progress of the criminal investigation.

The SIU subsequently concluded its investigation by charging a police officer and four policemen with torture in connection with inflicting severe physical and psychological pain and suffering, for the purpose of extracting information. The assault was medically assessed to have caused permanent injuries to two of the complainant's fingers and to have resulted in numbness in his right hand estimated to be at 2%. It was found also that, without any legitimate purpose or basis, the complainant was subjected publically to verbal assault that was degrading to him and his family.

All of those charged were referred to the criminal courts. The case is currently in the courts with a hearing scheduled for 4 June 2015.

Sample Case 3

The Independent Ombudsman received notification from the Directorate of Reform and Rehabilitation, the directorate responsible for Dry Dock Detention Centre

(DDDC), that a group of detainees at the Centre had gone on hunger strike for various reasons.

In line with the provisions of the Ombudsman Decree, a team of investigators immediately visited Dry Dock and interviewed the detainees on hunger strike. The investigators checked the cellblocks, cells and amenities of the detainees and also spoke with DDDC officials.

During detainee interviews, allegations were made of assault by members of the police staff at DDDC. Given the criminal nature of these allegations, the details were forwarded to the SIU with a request for full criminal investigations to be carried out. The Ombudsman is, in line with his normal policy, monitoring the progress of these investigations.

The Ombudsman team investigation continued for a number of days, during which it was established that other reasons for the hunger strike related to: the fact that the glass barrier which separates detainees from their visitors in the Detention Centre visits area hinders sound and makes it difficult for detainees to talk with visiting family members; the adequacy and availability of healthcare services; the arrangements for carrying out cell block essential maintenance; the fact that new air conditioners were not adequately able to cool accommodation facilities in the hot August weather and the lack of washing machines.

It was established that the matters that were causing concern are fully detailed in the Ombudsman Standards for Prisons and Places of Detention and needed to be addressed. The team of investigators recommended that the DDDC authorities take urgent action to resolve the detainee issues and concerns. The Ombudsman recommended also that the Directorate of Reform and Rehabilitation find a way of addressing the issue of the impact on the quality of sound of the glass barriers in the visits area.

The DDDC administration responded quickly to the Ombudsman's recommendation. Action was taken, in the first instance, to provide appropriate healthcare to hunger strikers who were ill. New air conditioners were also fitted; maintenance needs were addressed and washing machines were provided.

After their recommendations were accepted, Ombudsman investigators went back to the DDDC and were able to confirm that the hunger strike had ended.

Sample Case 4

Mr. D, an inmate in Jau Prison, telephoned the Ombudsman Office to complain about the healthcare he was receiving. He was particularly concerned about the treatment of side effects he was experiencing following gastric bypass surgery. He said that the only medication prescribed for him was painkillers and that he was keen to see a specialist at the Salmaniya Medical Complex.

At a meeting with an investigator, Mr. D discussed the very troublesome side effects that he was experiencing following his operation. He explained that his problems were compounded by the limited toilet facilities that he had to share with all of the other inmates in his block and the fact that no toilet tissue was provided.

Investigators examined Mr. D's prison and medical records and noted that he had attended the Jau healthcare clinic a number of times. It was noted also that Mr. D had also attended the Salmaniya Medical Complex (SMC) but that his last visit to the Complex was five months earlier. Investigators were, however, able to confirm that Mr. D had upcoming appointments at the Surgery and Urology Departments at the Bahrain Defense Force Hospital (BDF) and a further appointment at the Dermatology Department at the SMC.

Investigators examined the toilet facilities in Mr. D's accommodation and confirmed also that toilet tissue was not routinely supplied and that most inmates were not able to purchase tissue in the Rehabilitation Centre shop.

The Independent Ombudsman issued a recommendation that Mr. D should be moved to a cell with its own toilet suitable to his needs and should be provided with suitable sanitary supplies. The Jau Prison administration responded to the Ombudsman recommendation by determining that Mr. D should be moved into a cell in one of the new prison buildings with toilets designed for users with special needs.

The Ombudsman recommended also that all buildings in Jau Prison should be provided with sanitary supplies. The Directorate of Reform and Rehabilitation Center accepted the recommendation and issued an instruction that all bathrooms in every building should be provided with sanitary supplies that should be replenished on a weekly basis.

The case was closed as settled.

Sample Case 5

Mr. F, an inmate in Jau Prison, telephoned the Ombudsman Office to complain that the prison administration at Jau Prison would not allow him to have special medical shoes brought into the prison. Mr. F explained that he is diabetic and needed the shoes because of a foot injury.

The Ombudsman Office contacted Jau Prison administration and requested that Mr. F should be examined by a doctor to assess his condition and provide an opinion on the need for special footwear. The prison agreed to arrange a medical examination, as requested.

Investigators continued to follow-up the complaint and, following the medical consultation, examined the doctor's findings. The doctor advised that Mr. F did need to be provided with appropriate medical shoes. This being the case, investigators agreed with Jau prison that Mr. F's relatives should be permitted to bring a pair of shoes through the belongings reception desk at Jau. The Ombudsman Office then contacted Mr. F's brother and informed him that he would now be able to provide Mr. F with the required shoes.

A follow up call to Mr. F's brother confirmed that the shoes had been taken into the prison and given to Mr. F.

The case was closed as resolved.

Sample Case 6

The Independent Ombudsman initiated an investigation following investigator examination of a video that was circulated on social media. The video showed an individual in close proximity to a security vehicle, being

injured by birdshot pellets. It appeared to be the case that the individual concerned was passing by and was not engaged in any inappropriate or criminal behaviour.

The Ombudsman circulated widely a request for any witnesses to the incident or anyone with relevant information, to come forward to the Ombudsman Office. The Ombudsman gave an assurance that confidentiality and privacy would be respected.

The Ombudsman also called upon the Ministry of Interior to act quickly to identify the policeman who shot the birdshot pellets. Within 24 hours, the Ministry of the Interior sent the Ombudsman Office a report of the action that had been taken and identified the policeman responsible. The policeman was called into the Ombudsman Office and interviewed by investigators.

Given the nature and seriousness of this incident, a criminal investigation was initiated by the Special Investigations Unit (SIU) and the Ombudsman evidence was forwarded to the SIU. The policeman concerned was then, as a public servant at the Ministry of Interior, referred to the criminal court. The referral was on the grounds that during the course of his work and whilst discharging his responsibilities as a policeman, he had assaulted and caused injury to an unknown person, by shooting birdshot pellets at that person. The policeman was then suspended from duty, pending the conclusion of the case.

The case is currently in the criminal courts and, in line with normal practice; the Ombudsman Office will monitor the progress and outcome of the case. At the appropriate time, the Ombudsman will carry out a full case review to determine whether there are any policy, procedural or disciplinary matters that require further investigation by his Office.

Sample Case 7

Mr. B attended the Independent Ombudsman Office to file a complaint stating that on 29 January 2012 he gave a member of the Public Security Forces (PSF) BD 10,000 to invest in commerce. He said that he gave him the money on the condition that it would be returned, with the accrued profit, in two years. Mr. B said

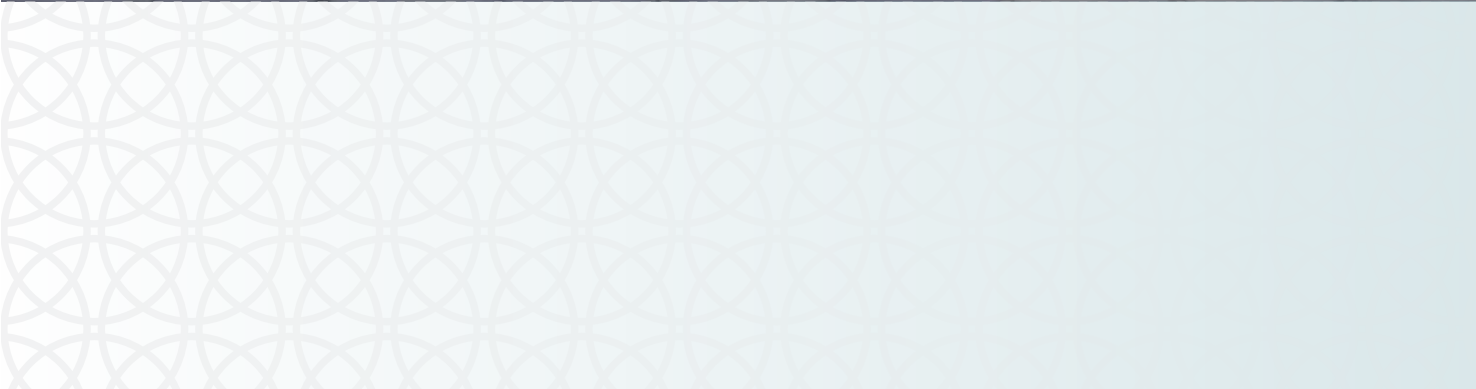
that when he asked for his money to be returned, the PSF member was stalling the repayment and warned him against complaining to the police. Mr. B, however, filed a complaint at East Riffa Police Station.

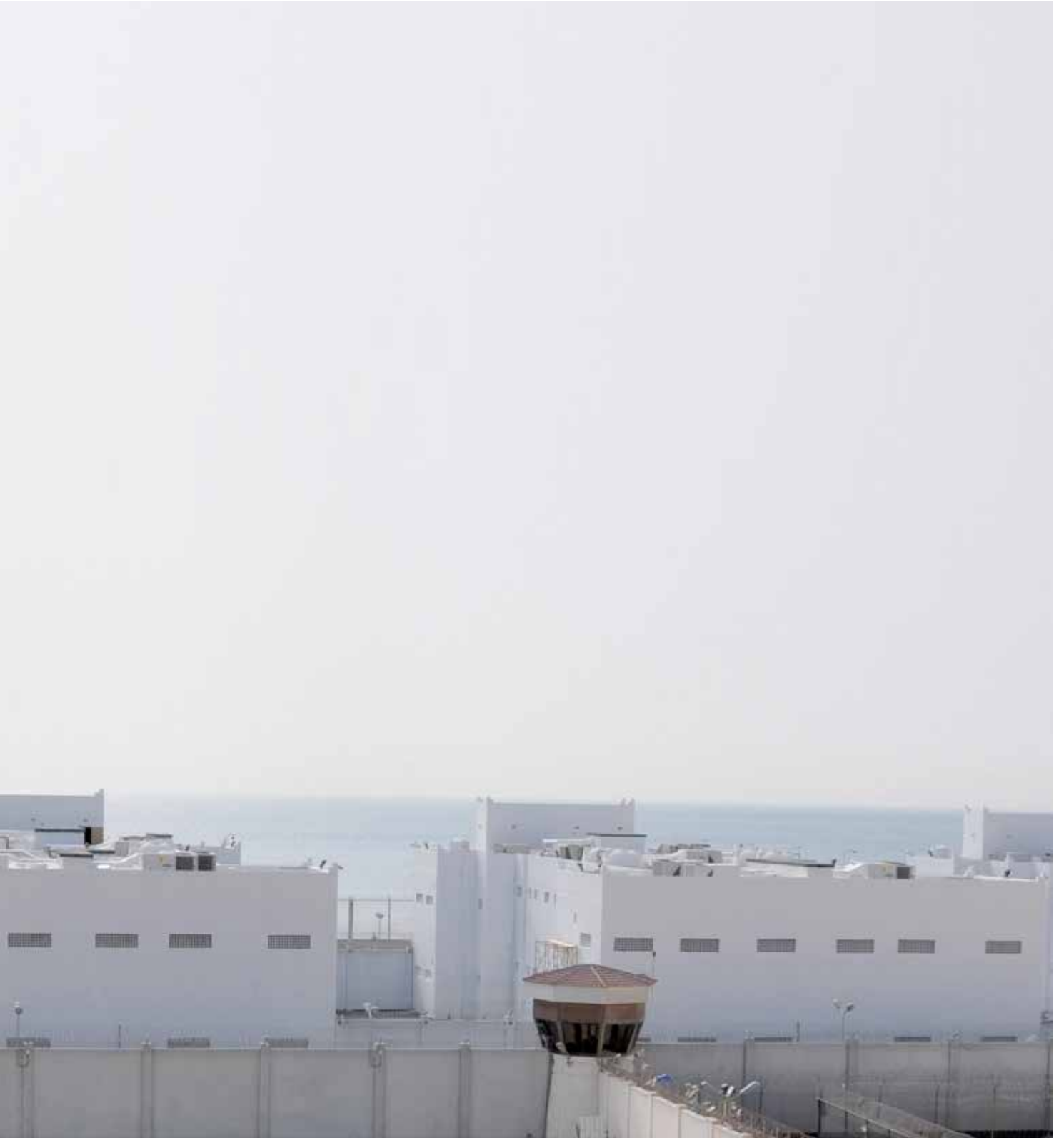
The Independent Ombudsman requested all documents relevant to the complaint from the police station. The Ombudsman investigators established that the PSF member had taken money from a number of people and the police documents obtained provided information about the amounts involved.

It appeared to be the case that the PSF Member had committed acts that contravened the Public Security Forces Law and, as a result, he had put himself in a position that compromised the integrity of his occupation. The Ombudsman, therefore, referred the case file to the Military Prosecution and requested a criminal investigation.

In line with normal practice, the Ombudsman monitored the progress of the subsequent investigation. The Military Prosecution referred the PSF Member for a disciplinary trial and a verdict was handed down by the Lower Security Court dismissing the Member from his service. The PSF member subsequently appealed the verdict on 21 January 2015, but the verdict was upheld by the High Security Court.

New buildings at Jau Prison
to replace the old ones





Section Three

Deaths in Detention

Investigations

Ombudsman Deaths in Detention Investigations

Location	Cause of Death							Total
	Death by suicide	Injury resulting from firearm	Natural causes	Chronic diseases	Drugs overdose	Torture	Ongoing investigation	
Rehabilitation and Reform Custody Centre (Jau Prison)	1	0	0	0	2	1	0	4
Dry Dock Detention Centre (DDDC)	0	0	0	1	1	0	0	2
Centre for Implementation of Sentences for Members of the Public Security Forces	0	0	0	0	0	0	1	1
Women's immigration Removal centre	1	0	0	0	0	0	0	1
Outside hospital	0	0	1	1	1	0	0	3
Total	2	0	1	2	4	1	1	11

Ombudsman Role in Investigating Deaths in Detention

Primary responsibility for the investigation of deaths in detention lies with the Public Prosecution Office who must establish the cause of death and must consider whether the circumstances of the death raise any issues of criminal wrongdoing.

The Ombudsman has, however, in line with his Decree, a duty to consider whether there are issues of misconduct or negligence which require a disciplinary response. Crucially, the Ombudsman must also examine whether any lessons can be learnt that might prevent future critical incidents or deaths. In carrying out his investigations, the Ombudsman must delay any action that might compromise the criminal investigation until he receives confirmation from the Public Prosecutor that he may proceed.

The Ombudsman is at all times very aware of the grief and suffering experienced by families who lose a family member one who is in detention and is always

available to meet with families who have concerns or who want more information about the death of their family member.

As indicated in the Foreword to this Report, the Ombudsman Office carried out a review of its death in detention investigation process towards the end of 2014 and has been progressively developing its investigative approach. Staff training and development in this important work area is ongoing.

In examining lessons that can be learnt the Ombudsman Office recognises the significant efforts being made by the Directorate of Reform and Rehabilitation to develop the facilities and rehabilitative services available to detainees and inmates.

Death in Detention Investigation One	
Name	Mr. A
Age	34
Cause of death	Ongoing Investigation
Date	19 January 2015
Place	Centre for Implementation of Sentences for PSF members

The Independent Ombudsman was notified that other inmates found Mr. A unconscious in a bathroom in the Centre for the Implementation of Sentences for Members of the Public Security Forces. The inmates informed a member of the Centre staff and an ambulance was called from the Salmaniya Medical Complex (SMC.) Mr. A was taken by ambulance to the SMC but was found to be dead on arrival.

Ombudsman investigators attended the Centre; examined the scene and requested all relevant evidence including copies of witness statements related to the incident; visits records, telephone records and CCTV.

Investigators also interviewed one of Mr. A's cellmates who said that Mr. A had gone to the bathroom and when it seemed as though he had been gone for too long, he and other inmates called to him. The cellmate said that Mr. A did not respond to their calls, even though they heard the sound of running water. The inmates then entered the bathroom; found Mr. A unconscious on the floor; picked him up and put him on a bed. They then notified a member of prison staff who called an ambulance.

The investigation was told that attempts at Cardiopulmonary Resuscitation (CPR) were not successful and Mr. A was announced dead on arrival at SMC.

In line with Ombudsman Office procedures, investigators are continuing to review Mr. A's medical history; healthcare in prison, the events of the day of his death and the prison and hospital response to the medical emergency, to ensure that current policy and practice was adequate to Mr. A's needs.

Death in Detention Investigation Two	
Name	Ms. B
Age	30
Cause of death	Death by Suicide
Date	14 March 2015
Place	Women's immigration Removal centre

The Independent Ombudsman was notified by the Directorate of Reform and Rehabilitation that Ms. B, a foreign national detainee in the Immigration Removal Centre, had died by suicide. Mrs. B was being held at the Centre for being in Bahrain illegally and the Ombudsman established that she had been told that she would be deported on 18 March 2015.

Ms. B died by hanging whilst in an Immigration Centre bathroom.

Detainees held with Ms. B told Ombudsman investigators that she went to the bathroom and, when she did not return for some time, one detainee went to check on her. The detainee knocked on the bathroom door and received no response. She then looked into the bathroom through a gap at the top of the door and saw Ms. B hanging. The detainee screamed and she and other detainees broke down the bathroom door; released Ms. B and notified Centre staff. The staff immediately took Ms. B to the facility health clinic and called an ambulance. Whilst waiting for the arrival of the ambulance attempts were made to resuscitate Ms. B, but these were unsuccessful. The Public Prosecution closed the case as there were no criminal charges to be brought forward.

The Ombudsman investigation into Ms. B's death is ongoing. Areas being reviewed include: Ms. B's medical history, including her mental health history; the Immigration Removal Centre committal procedures and healthcare assessment arrangements; Ms. B's medical care and her regime and general care.

The Ombudsman welcomes action taken immediately by the Immigration Centre to risk assess the bathroom facilities at the Centre and to make facility adjustments.

Death in Detention Investigation Three	
Name	Mr. C
Age	40
Cause of death	Chronic Illness
Date	14 June 2014
Place	Salmaniya Medical Complex

The Ombudsman Office received notification from the Reform and Rehabilitation Directorate that Mr. G, had died in the Salmaniya Medical Complex (SMC). Mr. C had been transferred from Jau Reform and Rehabilitation Centre to the SMC. He was suffering from AIDS and Hepatitis C.

The Ombudsman Office requested all relevant records from the Director of Reform and Rehabilitation and Directorate of Health and Social Affairs at the Ministry of the Interior and contacted the SMC to secure Mr. C's medical records. The Public Prosecution provided the Ombudsman with their investigation records and the forensic report.

The Ombudsman investigation established that Mr. C was in quarantine during his time at the SMC and was supported by an artificial respiratory machine. Unfortunately however his condition worsened making his breathing more difficult and affecting his ability to speak. When Mr. G stopped breathing, doctors attempted resuscitation but this was unsuccessful.

The forensic report found that the cause of death was a lung infection due to a complication related to AIDS.

The examination of all of the evidence identified no outstanding issues of concern requiring further investigation and both the PPS and the Ombudsman closed their investigations.

Death in Detention Investigation Four	
Name	Mr. D
Age	37
Cause of death	Injuries resulting From torture
Date	16 November 2014
Place	Reform and Rehabilitation Centre (Jau Prison)

The Ombudsman received notification from the Reform and Rehabilitation Directorate of the death of an inmate held in solitary confinement at Jau Prison. The inmate was sentenced in connection with drug trafficking offences. Investigators immediately attended the scene and observed extensive bruises and injuries to

the body of the deceased. The Special Investigation Unit commenced a criminal investigation and the Ombudsman continued to investigate all relevant administration, policy and procedure issues.

The Ombudsman's investigators quickly established that the Head of the Reform and Rehabilitation Centre had permitted a police officer from the drugs directorate and a voluntary worker engaged in the delivery a rehabilitation programme at Jau, to enter the prison accompanied by another person who was assisting the police investigation of a drugs case involving the deceased. It appeared to be the case that this officer, along with the voluntary worker and other prison staff had carried out a vicious assault on the deceased detainee, in an attempt to force him to confess to drug dealing.

The criminal investigation report stated that the death of Mr. D resulted from his multiple injuries. The final forensic report also concluded that the cause of death was the injuries sustained by Mr. D in Jau Prison.

Having concluded its investigation, the Special Investigation Unit referred the Prison Head, three police officers / staff and the voluntary worker for criminal trial (three of whom have been detained). The case is currently in the courts.

The Ombudsman, in the interest of ensuring that prisoners and detainees are adequately protected from the risk of torture and inhuman treatment, made an immediate recommendation that no external judicial or police officer should be permitted to carry out interviews in rehabilitation or detention centres without the express written authority of the Office of the Public Prosecutor.

The Ministry of the Interior accepted the Ombudsman recommendation and Ministerial Decision No. (217) was issued in November 2014.

The Ombudsman Office is continuing to examine the death of Mr D in order to establish whether any further administrative, policy or procedural issues should be addressed. Investigators are examining, in particular,

the arrangements for ensuring the safety of inmates held in solitary confinement and the arrangements for security checking voluntary workers assisting with the delivery of rehabilitation programmes in rehabilitation or detention centres.

Death in Detention Investigation Five	
Name	Mr. E
Age	43
Cause of death	Death by Suicide
Date	15 June 2014
Place	Jau Prison

The Ombudsman received notice from the Directorate of Reform and Rehabilitation that Mr. E had been found hanging in one of the cell bathrooms in Jau Prison. Mr. E was taken to the prison clinic where he was pronounced dead.

The Independent Ombudsman secured Mr. E's Rehabilitation Centre, healthcare and medication records and carried out witness interviews. The Public Prosecution provided the Ombudsman with their investigation records and the forensic report.

The investigation found that Mr. E had been in prison on charges relating to narcotic substances and physical assault.

The investigation established that, in the time leading up to his death, Mr. E was outside in the recreation and sports courtyard with other inmates. During that time Mr. E was seen by other inmates to leave the inmate telephone room and head towards the cellblock. At the end of recreation time, the shift officer counted the inmates and found that Mr. E was missing. The shift officer headed to Mr. E's cell to look for him and found that his toilet door was locked. He knocked on the door but there was no response. Another inmate then looked through the glass at the top of the toilet door and saw Mr. E hanging. The inmate said that he could see that Mr. E's body was limp. Entry was then forced through the bathroom door and Mr. E was released. Efforts were made by inmates to resuscitate him and he

was taken to the prison clinic. Upon arrival at the clinic, Mr. E was examined by a doctor and pronounced dead.

The forensic examiner's report found that the cause of death was asphyxia resulting from hanging. The Public Prosecution's investigation found that there was no evidence of a criminal offence.

Further to the conclusion of the Public Prosecution investigation, the Ombudsman investigation into the death of Mr. E is ongoing.

Death in Detention Investigation Six	
Name	Mr. F
Age	57
Cause of death	Chronic Illness
Date	16 December 2014
Place	Dry Dock Detention Centre

The Independent Ombudsman received a notification from the Directorate of Rehabilitation and Reform that a detainee, Mr. F had died and investigators went to Dry Dock Detention Centre (DDDC).

The investigators visited the scene and examined Mr. F's detention records, copies of the report of the death and all of Mr. F's prison and medical records were obtained and examined.

Ombudsman investigators also interviewed the deceased's two cell mates who said that, Mr. F was suffering from fatigue on the day of his death and that he fell asleep and was breathing loudly. They said that he then stopped breathing and they called a member of prison staff and the duty officer, who went to the scene. Mr. F was then immediately transferred to the clinic. Statements taken from the prison staff concerned confirmed this account. CCTV showing Mr. F's transfer to the clinic was examined.

A doctor and nurse made efforts to resuscitate Mr. F but these were unsuccessful and he was pronounced dead. The doctor then informed the staff that Mr. F had died.

A forensic examiner attended the DDDC to carry out

an initial check of the deceased. The forensic report recorded that there were no signs of injury and that Mr. F was suffering from high blood pressure, diabetes and Hepatitis C.

The forensic examiner's final report concluded that Mr. F's death occurred as a result of circulatory and respiratory failure resulting from his existing health condition.

The Public Prosecution and the Ombudsman determined that there was nothing to suggest that any crime or misconduct had occurred.

Death in Detention Investigation Seven	
Name	Mr. G
Age	54
Cause of death	Natural causes
Date	26 January 2015
Place	Salmaniya Medical Complex

The Independent Ombudsman was notified by the Directorate of Reform and Rehabilitation that Mr. G, an inmate in Jau Reform and Rehabilitation Centre, had passed away in Salmaniya Medical Complex (SMC) after he was transferred there.

Investigators attended Jau to obtain copies of Mr. G's inmate and healthcare records. It was noted that Mr. G had been suffering from, and was receiving treatment for, a number of health conditions, including high blood pressure and diabetes. Investigators also visited Mr. G's cell and interviewed witnesses, one of whom had been present when Mr. G had clutched his chest and become unable to speak, prior to being transferred to hospital. The inmate said that, as soon as it became apparent that Mr. G was seriously unwell, inmates notified a member of prison staff. Mr. G was taken to the Jau health clinic from where he was transferred to hospital. He died after arriving at the hospital.

The Ministry of Health's death report found the cause of death to be a heart attack resulting from a weak heart muscle.

The Public Prosecution and the Ombudsman determined that there was nothing to suggest that any crime or misconduct had occurred.

Death in Detention Investigations – Unprescribed medication and Illicit Substances

The four investigations that follow are being reported together because they are all cases where unprescribed medication and illicit substances have caused or contributed to a death in detention. The Directorate of Reform and Rehabilitation is very seriously concerned about the availability of these substances in detention and rehabilitation centres and the Ombudsman shares this concern. The Ombudsman has emphasised the need to strengthen arrangements to ensure that no unprescribed medication or illicit substances enter prisons and places of detention.

The cases that follow are described briefly. In each of the cases Ombudsman investigators: attended the detention or rehabilitation centre immediately following notification of the death; requested and examined police, prison, visits, phone calls, medical records, movement logs and CCTV as required and spoke with or interviewed staff, inmates / detainees, medical staff and other witnesses, again as required.

Each of the cases examined is different but the following is a general summary of key areas that the Ombudsman believes may need to be reviewed moving forward:

- ▷ Committal procedures including arrangements for assessing healthcare needs and identifying those at risk
- ▷ The identification of addiction problems and the availability of healthcare, mental health and rehabilitation programmes to address individual needs.
- ▷ The arrangements for staff training to recognise where inmates may be under the influence of drugs
- ▷ The arrangements for storing and issuing medicines

and insuring that they are taken by the person to whom the medicines were issued

- ▷ Drug testing arrangements
- ▷ Healthcare and police staff medical emergency response arrangements, equipment and training
- ▷ The quality of day to day physical activity and exercise regime available to occupy and engage detainees and inmates.

It is worth noting that managing the availability of prescribed medication and illicit substances is a challenge faced by prison services all over the world. Many of the areas above are now being examined by the Rehabilitation and Reform Directorate, and particular efforts are being made to develop drug rehabilitation and healthcare programmes. The Ombudsman welcomes this.

The Ombudsman made an early recommendation that the Rehabilitation and Detention Centre Managers should “Strengthen the procedures in place to ensure that no illicit substances can be brought into the Dry Dock Detention Centre / Jau Reform and Rehabilitation Centre in accordance with laws and regulations.”

Death in Detention Investigation Eight

Name	Mr. H
Age	28
Cause of death	Death Relating to Drugs Overdose
Date	11 May 2014
Place	Salmaniya Medical Complex

The Independent Ombudsman was notified by the Directorate of Reform and Rehabilitation at the Ministry of Interior that Mr. H, An inmate Jau Prison had died at the Salmaniya Medical Complex (SMC).

Mr. H was transferred to the SMC from Jau Reform and Rehabilitation Centre for treatment after he ingested amphetamines and other drugs. On 30 April 2014 he was transferred to the Intensive Care Unit, due to his worsening health condition and medical complications. He remained there until he died.

The Ombudsman investigators noted that Mr. H’s

conviction related to the use and supply of drugs.

The forensic medical report recorded that death resulted from kidney failure and cardiac arrest caused by an overdose of amphetamines.

Death in Detention Investigation Nine

Name	Mr. I
Age	33
Cause of death	Death Relating to Drugs Overdose
Date	30 August 2014
Place	Dry Dock Detention Centre (DDDC)

The Independent Ombudsman was notified by the Directorate of Reform and Rehabilitation at the Ministry of Interior that Mr. I, a detainee at Dry Dock Detention Centre (DDDC), had died. The Ombudsman investigators noted that Mr. I was in detention on a charge of being in possession of; using and dealing in narcotic substances.

The investigators established also that three of the deceased’s cellmates were found unconscious in their cell and were taken to Salmaniya Medical Complex (SMC). Investigators interviewed all three detainees who were suspected of taking a quantity of narcotic pills before becoming unconscious. Their urine samples were subsequently found to contain morphine and a criminal investigation was commenced.

The autopsy forensic examiner reported that Mr. I’s blood and urine samples were found to contain morphine and alprazolam. It was concluded that his death was due to a sharp decline in circulatory and respiratory functions resulting from substance abuse.

Death in Detention Investigation Ten

Name	Mr. J
Age	48
Cause of death	Death Relating to Drugs Overdose
Date	9 October 2014
Place	Jau Reform and Rehabilitation centre (Jau Prison)

The Independent Ombudsman was notified of the death of Mr. J by the Directorate of Reform and Rehabilitation at the Ministry of Interior. Ombudsman investigators attended Jau Reform and Rehabilitation Centre and interviewed the Head of the Centre of Inmates. They established that Mr. J was found by inmates. He was lying face down on the floor in front of the cell block bathrooms and was taken to the prison clinic by his cell mates. At interview, the Jau Clinic doctor reviewed Mr. J's medical records and confirmed that he was dead on arrival.

The forensic examiner's report recorded that Mr. J's death was a result of respiratory and circulatory failure following substance abuse. Wrapped items containing a yellow powder were found in Mr. J's clothes at the autopsy and forensic analysis identified this as heroin. Mr. J's blood was found to show traces of Morphine, Alprazolam, Diazepam and O-0-Monuasita Morphine.

Death in Detention Investigation Eleven	
Name	Mr. K
Age	45
Cause of death	Death Relating to Drugs Overdose
Date	18 January 2015
Place	Jau Reform and Rehabilitation Centre (Jau Prison)

The Independent Ombudsman was notified of the death of Mr. K by the Directorate of Reform and Rehabilitation at the Ministry of Interior. Investigators established that Mr. K's cellmates had observed him turning blue and unable to move. Then, whilst the inmates were moving him to a car in order to transport him to the Jau health clinic, Mr. K was heard to inhale and one of the inmates attempted to resuscitate him. The inmates were accompanied by members of Jau staff.

Mr. K was found to be dead on arrival at the clinic and the clinic doctor recorded that this was due to cardiac arrest. The medical notes also confirmed that Mr. K had been suffering from Hepatitis C and was receiving regular treatment for this. He was also under the care of a mental health consultant.

The autopsy and toxicology reports showed that Mr. K's blood and urine samples contained a number of non-prescribed substances. The cause of death was determined to be as a result of an overdose and the Public Prosecution closed the criminal investigation.

The Ombudsman investigation into the death of Mr. K is ongoing.

**Receiving the Chaillot Prize from the
Delegation of the European Union in Riyadh**





Section Four

International Cooperation,
Development, and Outreach

Introduction

The Ombudsman Office has, throughout the last year, engaged in considerable outreach, international cooperation and development activity. In connection with this, the Ombudsman and his team have participated in a wide variety of organised events and have taken the opportunity to hold a significant number of meetings, to share information and discuss areas of shared interest, during visits abroad. In addition, a large number of officials and delegations representing Gulf and international countries, human rights institutions interested in the work of the Ombudsman and other organisations, have been received by the Ombudsman in Bahrain.

The international cooperation and development framework has included: participation in training and development activity; the development and delivery of community outreach initiatives; the identification of opportunities to promote the role of the Ombudsman Office and efforts to strengthen bilateral cooperation with a wide range of international institutions and organisations. Our efforts have helped to build positive, constructive relationships with these institutions and organisations and have provided important opportunities to inform one another's work; share ideas and to learn from one another. Importantly, this cooperation has resulted in enhanced communication and contacts with those who have a keen interest in the services provided by the Independent Ombudsman.

A major event for the Ombudsman Office in 2014 was being awarded the prestigious Chaillot Award for the Promotion of Human Rights. The Award was shared with the National Institution for Human Rights (NIHR). This annual award recognises the performance and contribution of civil society organisations and public or private institutions for actions, campaigns and projects that support human rights awareness, promotion and protection in the Gulf region. The award was presented to the Ombudsman and to a representative from the NIHR at a special ceremony held in the Bahraini capital Manama on Tuesday December 9, 2014. Addressing those gathered, Ambassador Adam Kulach, the Head of the EU Delegation in Riyadh, referred to the efforts

made by the two institutions to promote freedom of expression; to provide a better life for citizens and to make recommendations for change.

The international recognition reflected in the Chaillot Award and the related public acknowledgements, from individuals and institutions working in the field of human rights, were greatly appreciated by the Ombudsman Team.

The Year 2014 – 2015

The sections that follow describe the major activities of the Ombudsman Office in the fields of international engagement; international cooperation; training and development in 2014-2015.

Activities:

Attendance at numerous conferences, seminars and other international events provided the Ombudsman team with invaluable insights into international operations; performance standards and competence. The team was able to develop practical and professional training programmes in collaboration with prestigious international institutions and also to track important developments in the activities and service delivery of ombudsman offices around the world. This was particularly relevant given that the Bahrain Ombudsman Office is a member of the International Ombudsman Institute (IOI).

▷ The Ombudsman attended several meetings on the sidelines of the 26th session of the United Nations Human Rights Council held in June 2014 in Geneva, Switzerland.

The Ombudsman team also organised and delivered an event in Geneva to provide a general briefing about its activities, plans and progress. The event was attended by a large number of ambassadors and other representatives of the countries attending the Human Rights Council, as well as by representatives of international human rights organisations, journalists and academics.



Ombudsman meeting representatives from international organizations in Geneva in July 2014



Ombudsman attending the annual Bahraini-British Friendship Society held in London

▷ The Ombudsman also took part in the Twentieth Annual Conference of the National Association for Civilian Oversight of Law Enforcement (NACOLE) held under the theme “Building Community, Broadening Oversight” in Kansas City on

September 14–18, 2014.



Ombudsman attending the NACOLE conference in the US September 2014

Around 300 organisations mostly from the United States, but also including Canada, the UK, Brazil, Austria, Belgium, Norway and the Republic of Ireland, attended the Conference. Discussions focused on the role of civilian oversight of law enforcement institutions. Conference workshops included training courses focused on the delivery of the basic and medium-level skills necessary for effective oversight.

▷ On 11 November 2014, the Ombudsman addressed the Annual Reception hosted by the Bahraini-British Friendship Society in London. The event was attended by the Bahraini Ambassador to the United Kingdom and Members of the House of Lords and House of Commons.

Ombudsman Meetings

Over the course of the year, the Ombudsman met with national and international leaders and institutions in Bahrain as well as with embassies and diplomatic missions to the Kingdom. Meetings were also held with international delegations and resulted in commitments and plans to exchange expertise and skills.

▷ On 3 December 2014, the Ombudsman received a visit from Anne Patterson, the Assistant Secretary for Near Eastern Affairs, and Tom Malinowski, Assistant Secretary for Democracy, Human Rights, and Labour to his office. The US Ambassador to Bahrain Thomas Krajewski also attended the meeting. The Ombudsman briefed the US officials on the Office and its major activities and discussed with them the various reports published by the Office, including the first annual report.



Meeting with the US delegation

▷ On 10 December 2014 / 7-10 December 2014, the Ombudsman received a delegation from the departments of reform and rehabilitation in the Gulf Cooperation Council (GCC) who were in Bahrain to take part in the third Gulf Inmate Week, the theme of which was "Take my Hand Towards a Better Tomorrow."

The Ombudsman stressed the importance of positive interaction and engagement with several foreign institutions and agencies, particularly high-profile organisations. He emphasised the benefits that could be achieved by sharing expertise, technical skills and high standards and criteria for the monitoring of reform and detention centres.



Meeting with the Gulf delegation – 10 December 2014

▷ The Ombudsman received a delegation from Amnesty International on January 27, 2015. The meeting was an opportunity to discuss issues of shared concern, related mainly to complaints and cases reviewed by the Ombudsman Office. The two sides also discussed the arrangements put in place by the Office to operate to international criteria and to deliver a professional, independent investigation service. Plans for monitoring rehabilitation and detention centres were also discussed.

The Ombudsman also stated that they is ongoing communication between the Office and Amnesty International through a numerous media, including meetings between the two organizations.



Meeting with the Amnesty International delegation
27 January 2015

▷ A delegation from the Ombudsman Office led by the Ombudsman met with the Commission for Human Rights at the Shura Council (Upper Chamber of the bicameral parliament), on March 4, 2015. The delegation briefed the Commission on the missions and objectives of the Office and on its role in monitoring the performance of the Ministry of Interior personnel. The Commission members were also briefed on the complaint investigation process adopted by the Office and the steps taken to progress each complaint received.

The Commission praised the significant efforts of the Office to engage and interact widely and to deal with complaints effectively. They said that the endeavours and reports of the Ombudsman Office clearly indicated Bahrain's commitment to supporting and consolidating human rights.



Meeting with the Shura Council Human Rights Commission 4 March 2015

▷ The Commission of Human Rights at the Council of Representatives (the lower house of the bicameral parliament) met with officials from the Ombudsman Office on April 20, 2015. The meeting discussed a govern-

ment proposal to draft an integrated national strategy that includes the mechanisms, measures and plans to deal with human rights reports about Bahrain. The Commission stressed their support and their readiness to cooperate.



Meeting with the Council of Representatives Human Rights Commission
20 April 2015

European Prize for promoting human rights:



Receiving the Chaillot Prize 9 December 2014

A major event for the Ombudsman Office in 2014 was receiving the Chaillot Prize for Human Rights in the Gulf region. The award was presented to both the Ombudsman Office and the National Institution for Human Rights at a special ceremony in the Bahraini capital Manama on 9 December 2014. The ceremony was attended by ambassadors, diplomats, officials, parliamentarians and others with a particular interest in the field of human rights,

In presenting the award, Ambassador Adam Kulach, the head of the European Union Delegation in Riyadh, said that the two institutions “deserved the tribute in recognition of their efforts during the difficult and challenging conditions that unfolded in Bahrain. The endeavours helped the country recover and look forward

as a nation towards the future by promoting a national dialogue and a national reconciliation.”

In a press release, the EU delegation said that “the Chaillot Prize is awarded to these organisations in order to acknowledge and further encourage their remarkable efforts and work for the promotion and protection of human rights in the Kingdom of Bahrain.”

In his acceptance speech the Ombudsman, Nawaf Al Mouawda, expressed his appreciation to the European Union for the award, saying that it was a greatly appreciated recognition of the efforts made by the Ombudsman team.

Mr. Al Mouawda added that the prize reflected the support of the European Union and this was particularly significant, given that Bahrain was the first Arabian Gulf state to establish such institutions to promote human rights.

The Ombudsman said he was grateful to all the institutions, associations and organisations, both inside Bahrain and abroad, who had assisted with the delivery of high caliber training, workshops and technical support to the Office. He also praised the European institutions and commissions; the diplomatic missions of European Union states in Bahrain and diplomatic delegations, for their engagement with the Office, co-operation and support. Mr. Al Mouawda said that the Office “would always be grateful to all those who had contributed in any way that they could, to its progress and success.”

The Chaillot Prize is presented annually by the Delegation of the European Union in Riyadh (responsible for relations with the Kingdom of Saudi Arabia, Kingdom of Bahrain, State of Kuwait, Sultanate of Oman and State of Qatar), in co-operation with the Delegation of the European Union to the United Arab Emirates and the embassies of the European Union Member States. The award is presented to GCC countries, to civil society organisations and public or private institutions, for actions, campaigns and projects which support human rights awareness, promotion and protection in the GCC region. The Prize is named after the Palais de Chaillot in Paris where the Universal Declaration of Human Rights was adopted by the United Nations General Assembly on 10 December 1948.

Community Outreach

The Ombudsman Office worked hard to promote and deliver community awareness programmes, in collaboration with several Bahraini and foreign organisations and institutions located in Bahrain. The aim was to spread awareness about the Ombudsman role and the services it provided as well as the ways the public could access and benefit from these services.

The community programmes complemented an awareness campaign, delivered in different languages, launched by the Office in July 2013. The campaign included visits to the various embassies in Manama to present and discuss the services delivered by the Ombudsman Office.

▷ As part of the campaign, the Ombudsman delivered a lecture at the University of Bahrain, organised by the College of Law, on 15 October 2014. Mr. Al Mouawda explained the roles of the Ombudsman Office and the Commission of the Rights of Prisoners and Detainees. College staff and students attended the lecture and took part in a question and answer session. Vice-president for Community Service and Alumni Affairs Dr. Haya Al Nuaimi presented a memento to the Ombudsman in appreciation of his initiative to reach out to the university community.



Ombudsman's lecture at the University of Bahrain
15 October 2014

▷ The Ombudsman Office met with the Pakistani community on December 2014 to discuss its role, objectives and programmes. The community meeting, which attracted a large number of participants, was organised in cooperation with the Pakistan Embassy in Manama.

The event was part of an outreach programme organised to inform expatriates in Bahrain about their rights in dealing with the Ministry of Interior personnel and their right also to access the services of the Ombudsman.



Community meeting at the Pakistani Club
14 December 2014

▷ A meeting with the Philippine community took place on February 1, 2015 and was attended by Ambassador Sahid S. Glang. Speaking at the meeting, the Ombudsman highlighted the importance he attaches to reaching out to the different expatriate communities in Bahrain and to briefing them about the role of the Ombudsman Office; their rights in dealing with staff from the Ministry of Interior and the services and assistance provided to all people, Bahraini citizens and expatriates, by his Office.

Ambassador Glang welcomed the Ombudsman and the Office team participating in the briefing. He praised their role in helping people, particularly expatriates, to have a full appreciation of their rights.



Meeting with the Philippines community
1 February 2015

▷ The Ombudsman met with a large group at the Kerala Club on March 11, 2015 to brief the Indian community. The awareness meeting was organised in cooperation with the Indian Embassy in Bahrain and was attended by Ambassador Dr. Mohan Kumar

Describing the role of his Office, Mr. Al Mouawda again assured those attending that the services provided by the Ombudsman were available to all people in Bahrain, including visitors and that his overriding aim was to ensure humane treatment for all.



Meeting with the Indian community
11 March 2015

▷ An awareness seminar was held at The University of Applied Sciences on 15 March 2015. During the seminar, the Ombudsman explained that his Office was set up as part of the recommendations of the Bahrain Independent Commission of Inquiry (BICI) to investigate complaints about Ministry of Interior personnel and to monitor rehabilitation and detention centres. He spoke of the key role of the Ombudsman to reinforce the value of a human rights centred relationship between the police and the general public.

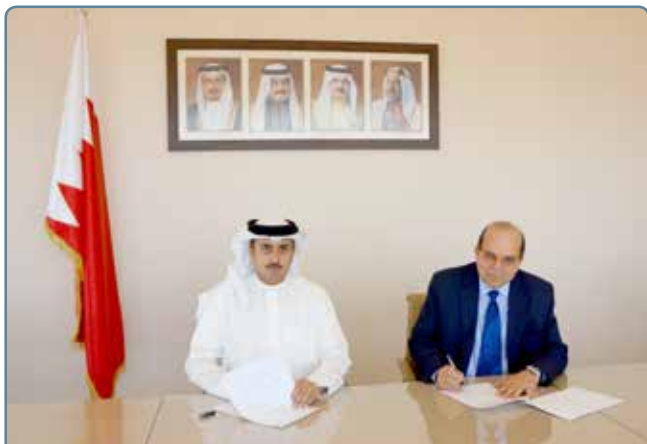


Meeting at the University of Applied Sciences
15 March 2015

Professional Cooperation

▷ The Ombudsman Office has always worked to ensure appropriate and professional cooperation with agencies, institutions and departments relevant to its investigation and oversight functions. In connection with this, the Ombudsman and the National Health Regulatory Authority (NHRA) Chief Executive Officer Dr. Bahaa Eldin Abdel Hamid Fatiha, signed a Memorandum of Understanding on 2 September 2014. The memorandum was in line with the prerogatives of the Ombudsman Office as stipulated by Royal Decree 27 of 2012 amended by Decree 35 of 2013 as well as with the prerogatives of the National Health Regulatory Authority as stipulated in Law 38 of 2009.

The memorandum provides for professional cooperation between the two institutions, including the organisation of joint training and awareness programmes and other mutually beneficial activities; the exchange of data and information on systems, health care provision and the principles of professional practice and the provision of specialist advice that would inform one another's work.



Signing of the MOU with the National Health Regulatory Authority
2 September 2014



Workshop on Investigating Serious Incidents
November 2014

Training and Development

The Ombudsman Office continued to build on its commitment to best practice through its cooperation with relevant organisations and institutions both at home and abroad. Many prestigious international institutions with long experience in ombudsman functions, particularly in the European countries, were involved.

Priority was given to promoting and consolidating vocational and technical cooperation and included organising and participating in: workshops; training courses; lectures; seminars and scholarships for human resources in foreign institutions.

▷ As part of this cooperation, the Office held a dedicated in-house workshop in November 2014 on "Investigating Serious Incidents." The workshop, conducted by Pauline McCabe, former Prisoner Ombudsman for Northern Ireland and Clare McVeigh, a Senior Investigator in Northern Ireland, aimed to further develop the Ombudsman investigation team's knowledge, skills and competence in dealing with serious incident investigations. This training was part of an ongoing programme of investigator development.

▷ As part of its commitment to education and development, the Ombudsman delivered a lecture at the Royal Police Academy on 13 January 2015. The lecture was attended by Master's students as part of their Advanced Human Rights course. As well as explaining the role, responsibilities and operation of the Independent Ombudsman, Nawaf Al Mouawda discussed its prerogatives and its significance to the development of human rights in Bahrain. He explained that the establishment of the Ombudsman Office was in line with Recommendations 1717 a in its quest for best practice delivery and 1722 (Paragraph d) of the Bahrain Independent Commission of Inquiry (BICI).



Conference at Royal Police Academy
13 January 2015

▷ The Ombudsman Office held a specialist training course 27 January, 2015 in cooperation with the International Committee of the Red Cross (ICRC) to raise awareness of the ICRC's role, activities, and work methods in detention facilities. The course also re-

viewed major international standards governing the treatment of prisoners.

The course, which was attended by participants from the Ombudsman Office, the Commission of the Rights of Prisoners and Detainees, and other local institutions was organized with Ombudsman Office and ICRC cooperation. The event was the first step in developing a relationship with strong cooperation and, following the training, both sides agreed to foster cooperation; plan more specialist training courses and exchange experience and expertise regarding best practice for protecting the detention environment.



Lecture for Royal Police Academy Researches Studying Human Rights



Workshop in cooperation with the Red Cross
13 January 2015



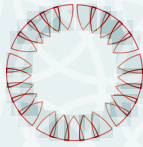
Workshop on investigating serious incidents



With a group from Bahrain Institute of Public Administration
(BIPA)'s Government Leadership program



الأمانة العامة
للتظلمات
OMBUDSMAN
وزارة الداخلية Ministry of Interior



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