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| **UNDP_Logo_NEW_color** | BACK TO OFFICE REPORT  | **ONE PAGE MISSION** **REPORT SUMMARY** **Date:** 24-28/04/2017 |
|  Team:  Emil Sirgado Diaz   | **Travel Authorization #:**Attached |
| 1. **Approved Mission Itinerary:**

Luanda-Lisboa-Luanda | 1. **List of Annexes:**

Travel AuthorizationWeek Working Plan  |
| 1. **24-28 April 2017**
 | 1. **Key Counterpart:**
* Ombudsman Office Angola (ProvJus AGO)
* Ombudsman’s Office Portugal (ProvJus POR)
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| 1. **Purpose/Objectives of Mission**
* **Monitoring and Evaluating intervention with the Ombudsman, training for senior level staff on mandate, function and communication strategies of the institution**
* **Evaluation of Results and tools developed**
* **Strengthening the relationship between both Ombudsmen Offices and UNDP**
* **Explore further interventions**
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| 1. **Brief Summary of Mission Outcomes:**

The first day aimed at having a discussion with Director for Technical services ProvJus Ago and the Portuguese Ombudsman’s Cabinet in order identify the main areas of concern for the further development of the project’s program. The main areas identified were: Internal Rules for the ProvJus AGO, elaboration of annual and thematic reports; development of a register; elaboration of an Institution’s Annual Work Plan, communication strategy During the second working day, the discussion focused on assessing the developments regarding the elaboration of Annual and thematic reports as responsibilities under their hybrid mandate. The trainees were able to draft a first scheme for Annual Reports that aims at improving the quality of their current reports. This part included the need for improving their registration methods, thus foreseeing the elaboration of a classification list for registration, including a section in the Internal Rules on the Registry and further consolidating management of their current system. As for the registry, there is a need to strengthen the links with local services. The trainees also elaborated a scheme for thematic reports based on a practical exercise provided by ProvJus POR. Trainees are now aware of the importance of these reports as part of their mandate to promote human rights. Furthermore, it was notice that the Ombudsman do indeed activities that correspond to his mandate as a NHRI that could be captured in thematic reports *e.g.* rights of prisoners -visit to prisons-. Another issue of great relevance concerning the functioning of the institution was the elaboration and coming into force of Internal Rules in which all procedures and staff responsibilities will find a way to ensure an efficient case management and workflow. The entry into force of such Internal Rules is a milestone in itself, therefore it requires institutional will to approved and therefore a careful treatment of the elaboration process, so further train is required. This will also improve the quality of local services. Trainees submitted a first scheme/draft of Internal Rules elaborated during the training.The communication strategy was also assessed. Trainees are now aware that communication does not only refers to the communication of the institution for journalistic purposes, but that it is also part of their constitutional mandate since the constitution contains a provision consecrating a Duty of Cooperation that needs to be explored and considered also as a communication matter. Thus, trainees are further to elaborate on the following points: communication with state institutions, with the complainant (*intra proceso*), with the public in general and internally -including local services-. Another issue identified as fundamental regarding the Ombudsman’s mandate as a NHRI was the promotion of Human Rights. Therefore, the elaboration of thematic reports and other promotional human rights material needs the support of the communication unit due to their strong complementarity *e.g.* Human Rights education, human rights and SDGs. Finally, trainees also received tools for the elaboration of an Institutional Annual Work Plan, which ideally should be public.The training and mission also served as a vehicle to further strengthen institutional cooperation. The Ombudsman himself and members of his team expressed their availability to support the Angolan Ombudsman. |
| **7. Key recommendations /Actions to be Taken:*** Continue working at all areas of intervention in order to build upon them quality materials
* Strengthen intervention concerning both mandates, as a NHRI and in the classical sense warranting administrative legality.
* Raise funds for stronger intervention
* Assess carefully the process of accreditation of the Ombudsman Angola before GANHRI. Consult Ombudsman on this issue.

  | 1. **Distribution:**

Governance Head of Cluster; |
| 1. **Proposed Debriefing Date:** n/a
 | **Participation in Briefing:** n/a |