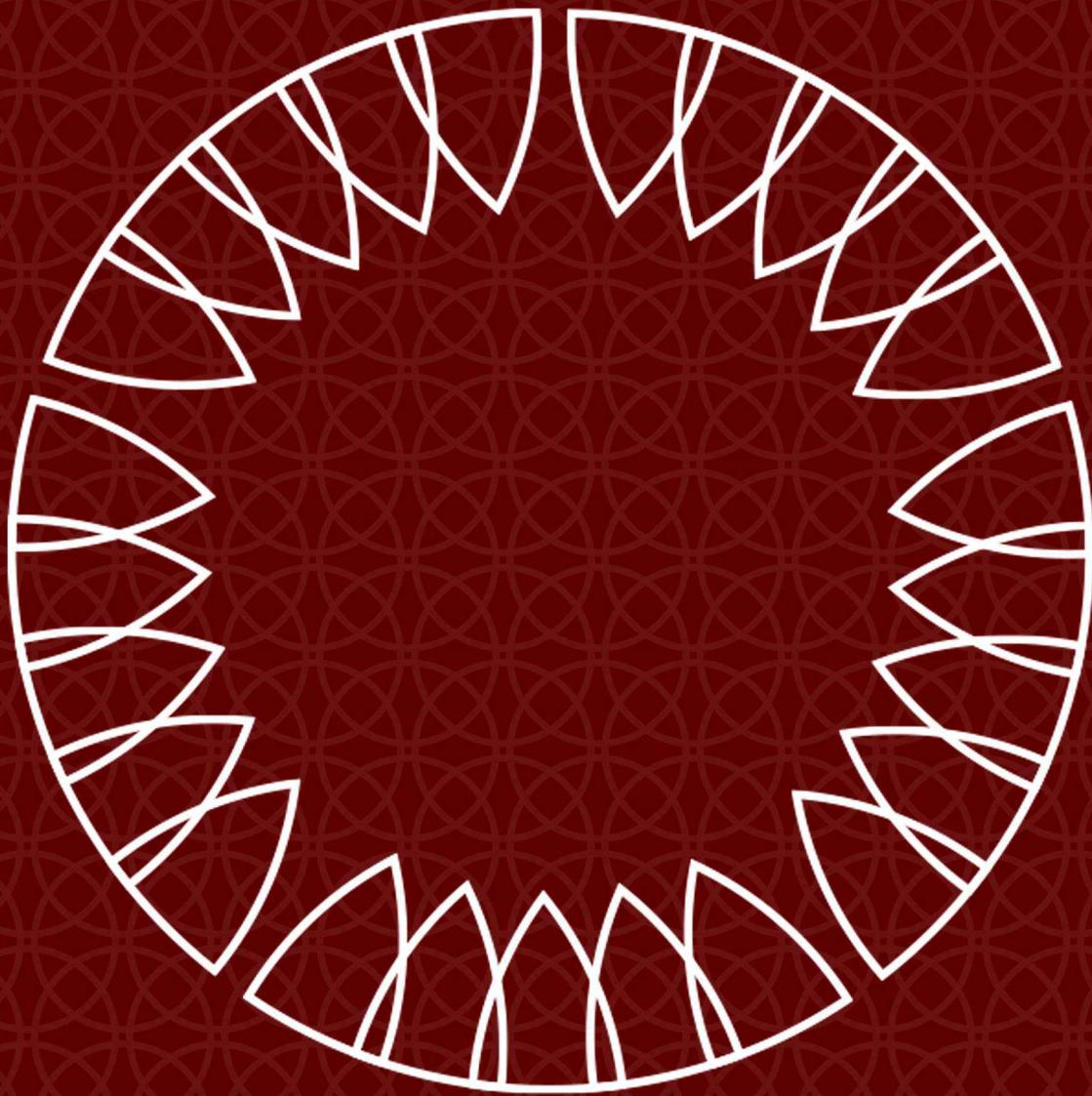
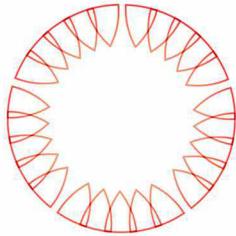




الأمانة العامة  
للتنظيمات  
OMBUDSMAN  
Ministry of Interior  
وزارة الداخلية



# Eleventh Annual Report

2023-2024

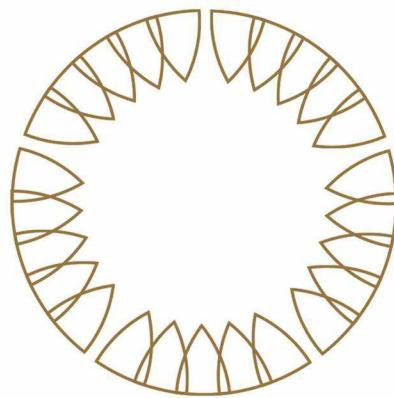


# Eleventh Annual Report

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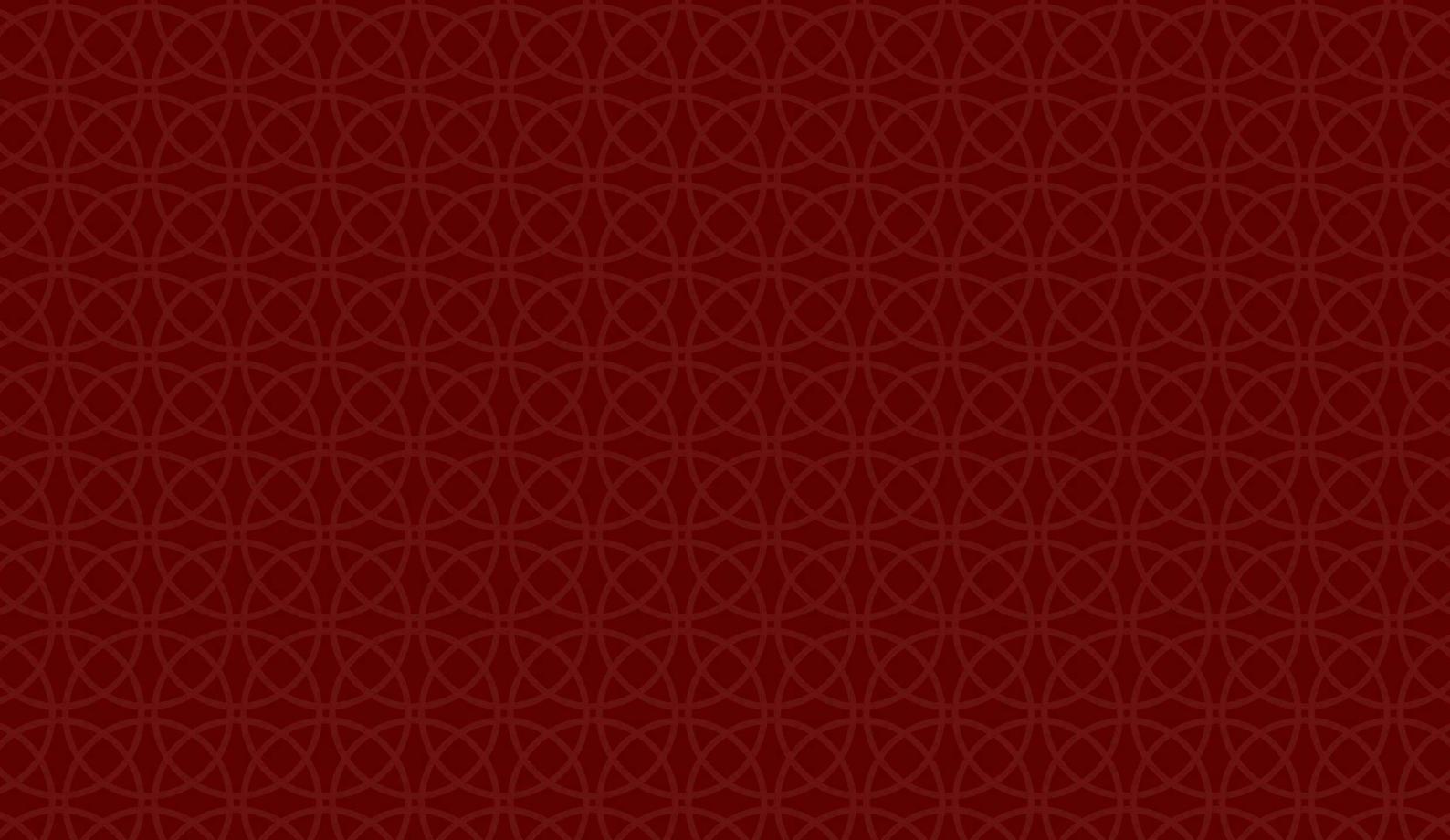
2023-2024



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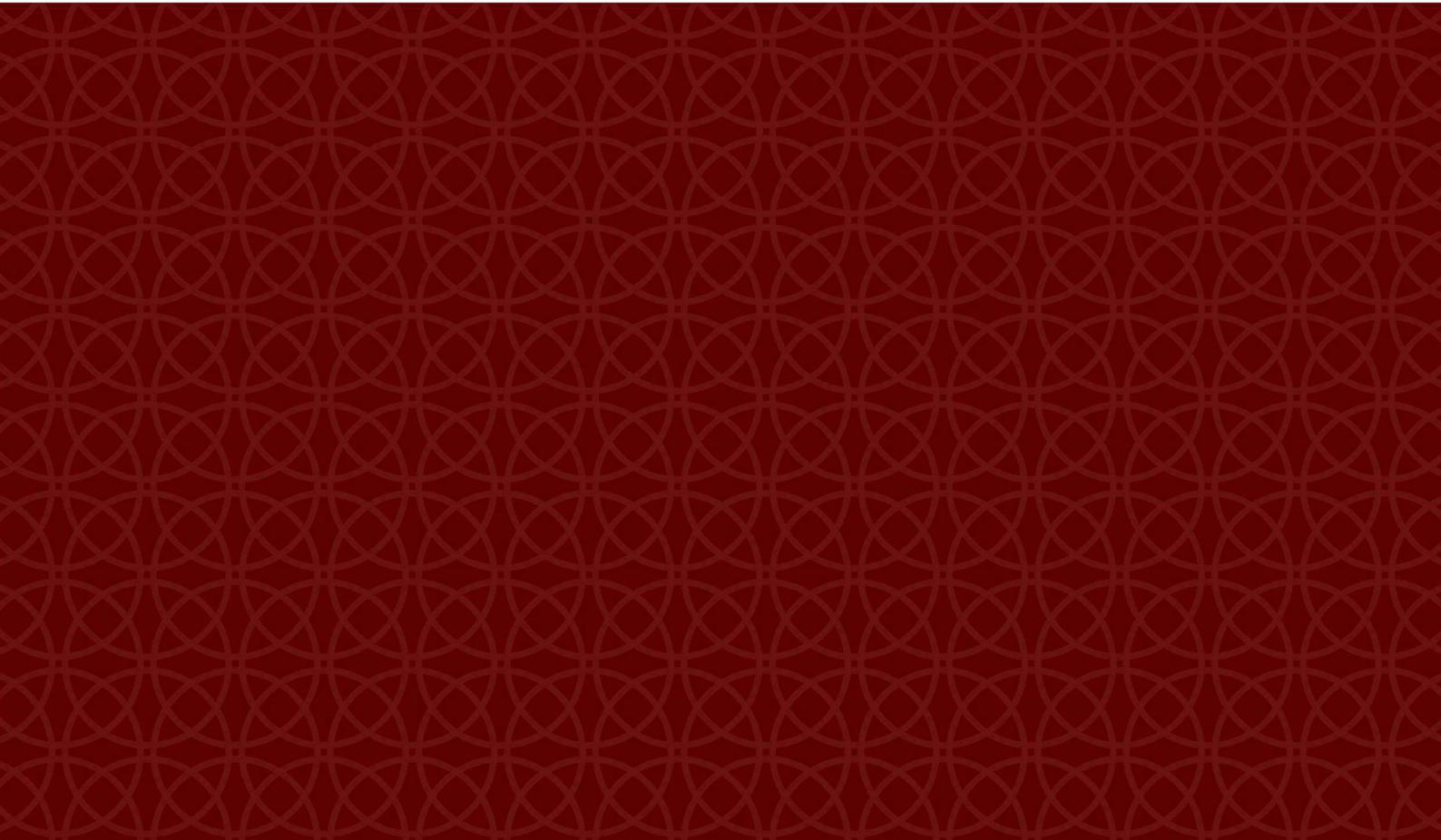






# **Forward by**

## Her Excellency the Ombudswoman





# Forward by Her Excellency the Ombudswoman

**Dear esteemed audience,  
Greetings,**

I am pleased to adjoin with you again to present together the work of the Independent Ombudsman Office this year. However, this time it carries sentimental value as it comes in line with the tenth anniversary of the inauguration of the Independent Ombudsman Office in July 2013, an anniversary that is dear to us, in which a set of sentiments that consist of work, ambition, challenge, and desire to achieve were intertwined, especially since the experience of establishing the Independent Ombudsman Office was distinctive, not only at the level of the Kingdom of Bahrain, but also at a regional level. Since most important characteristic of human rights is its continuity as a genuine national option that parallels developmental plans and strategies in all its dimensions, especially the dimensions that make the Bahraini human being the center of its concerns. Over the course of more than two decades, the continuity of human rights has witnessed what we can refer to as "bright prominences" that have had a substantial impact in consolidating the philosophy of respect for human rights at the official institutional level, and through procedural practices in reality, which was evidential in several forms, including the establishment of independent national redress institutions such as the Independent Ombudsman Office.

During the foundation phase of the Independent Ombudsman Office, the idea of how to start with what others had finished was reflected, through identifying mechanisms of work followed internationally in the areas of specialization of the Ombudsman Office, especially since it performs the tasks of two different types of ombudsman bodies, one related to the performance of members of law enforcement agencies and the other related to independent monitoring of prisons, reform centers and places of detention, and in all these tasks there are specific and specialized occupational standards due to their reflection on the role and mission that they must adhere to, which is to ultimately achieve the general public's confidence and serve it with a high degree of credibility.

## **Our esteemed audience:**

Moreover, speaking in the language of numbers, during the course of a decade, the Independent Ombudsman Office has worked hard to provide services of high quality to the general public, and over ten years since its inauguration until April 30, 2024



the Office has received a total of (9143) various grievances, consisting of complaints by approximately %32, and assistance requests by approximately %68.

As for the statistics for the operational year 2024-2023, the total number of grievances received was up to (520) grievances, inclusive of (211) complaints and (309) assistance requests, and these requests were, for the first time in the history of the Independent Ombudsman Office, all settled by %100. There is no doubt that reading these figures reflect different implications and indications. However, when we evaluate such implications, we take into consideration the overall picture, which reflects the efforts behind an integrated system that includes the efforts and work of many ministries, institutions and bodies that work together to consolidate respect for human rights values and principles in the criminal justice system and the work of law enforcement agencies.

In this context, the general environment that affects these systems has witnessed a significant positive development through pioneering programs and plans, that are inclusive but not limited to the expansion of

# Forward by Her Excellency the Ombudswoman

the application of the Penal Code and Alternative Sentencing measures and the implementation of the open prisons project, a project that has almost no analogues at the Arab and regional level, in addition to a series of royal pardons from where many inmates have benefited from, which is in line with the general atmosphere that characterizes the Kingdom of Bahrain's vision to promote the values of social cohesion and to provide rehabilitation and reform alternatives to a part of society which is the category of inmates with great benefit that will be within their interest and their families as well.

In addition, the Independent Ombudsman Office played a vital role in strengthening all national efforts to spread the culture and practice of respect for human rights in various fields and spared no effort in developing its work mechanisms to achieve this vital goal.

For example, in August 2023, the Independent Ombudsman Office launched an upgraded version of its website, as part of the process of developing administrative and technical means and media within it, as revealed by work experience, expertise, and by benefiting from continuous updates in the fields of technical media, whether in terms of internal work programs and systems or electronic communication means with the public and outer environment.

Conversely, in light of its administrative independence, the Independent Ombudsman Office has created a new division under the name of "Division of Monitoring Children in Detention Centers", in where detailed applicable mechanisms have been developed for the new division, and its employees have been trained on a set of reference standards for dealing with categories of children who will placed or already placed at the centers, in which the mechanism for investigating grievances are submitted by them or their families, and the mechanism for cooperation and coordination with ministries, and bodies that supervise these centers is also in place.

As a part of the Independent Ombudsman Office duties to visit prisons, juvenile facilities, and places of pretrial detention centers under Article (12) of Decree No. (35) of 2013, the Independent Ombudsman Office conducted several (special) inspection visits to the Reform and Rehabilitation Center at Jau to verify certain conditions, which differ in their objectives and methodology from the general inspection visits carried out by the Prisoners' and Detainees Rights Commission (PDRC).

For example, in July 2023, a team from the Independent Ombudsman Office conducted an inspection visit to the Reform and Rehabilitation Center at Jau to review the coordination procedures and arrangements made by the Center's administration to enable inmates to practice religious rituals on various religious occasions such as the Ashoora season or the holy month of Ramadhan, as guaranteed by the Reform and Rehabilitation Institution Law of 2014 and its executive regulations.

The Independent Ombudsman Office conducted a special visit to the same center on August 10 ,2023, following the news published at the time on social media that some inmates were on hunger strike. Based on such, the Independent Ombudsman Office conducted a comprehensive investigation into the circumstances of what occurred and issued a detailed statement regarding its observations in this issue, which complemented the observations and recommendations made by the PDRC after its visit to the same center and submitted to His Excellency the Minister of Interior. His Excellency the Minister of Interior praised the humanitarian and professional performance of the Independent Ombudsman Office, the Prisoners and Detainees Rights Commission and the National Institution for Human Rights, and accepted the recommendations mentioned in the visit's report.

# Forward by Her Excellency the Ombudswoman

Withal, during the past operational year, the Independent Ombudsman Office conducted a special visit in March 2024 to the Reform and Rehabilitation Center at Jau, mainly to review the procedures and preparations taken at the Center during the holy month of Ramadhan, as well as the services provided to the inmates that suit the atmosphere of the holy month.

## **Our esteemed audience:**

One of the most significant events during the reporting period was the Independent Ombudsman Office organizing its first international conference on October 18-19, 2023, in the occasion of the tenth anniversary of its establishment. The conference was held under the title of: "The Effectiveness of Ombudspersons in Institutional Work and Their Role in Promoting Respect for Human Rights."

This conference served as a platform for individuals interested in the work of ombudsman institutions from around the world to come together, exchange ideas and experiences related to their institutions, and roles in advancing respect for human rights. Five selected themes were addressed through various interactive sessions, covering important topics related to the ombudspersons' work, from historical and reference perspectives to key standards and practices governing their operations. These sessions featured expert speakers in the field and provided an opportunity for communication, collaboration, and the presentation of the Independent Ombudsman Office's unique experience to stakeholders, academics, and executive officials in attendance.

In a similar context, the Independent Ombudsman Office organized a dialogue seminar in December 2023, entitled "Promoting Respect for Human Rights... Duties and Challenges," in celebration of Human Rights Day, which falls on December 10 each year. Last year marked the 75th anniversary of the Universal Declaration of

Human Rights. The seminar aimed to present an innovative approach to developing state institutions that serve as national redress mechanisms, and to explore ways to enhance, expand, and learn from existing challenges to achieve greater accomplishments in the future.

As for the effectiveness of the role played by the Independent Ombudsman Office in implementing national human rights plans and programs, the Independent Ombudsman Office has demonstrated its strong presence in this field. This includes its participation in November 2023 as part of the Kingdom of Bahrain's delegation in the seventh joint dialogue between Bahrain and the European Union, where discussions focused on enhancing cooperation and exploring new partnerships in the field of human rights. The Independent Ombudsman Office's key achievements were also highlighted.

Furthermore, in April 2024, the Independent Ombudsman Office participated in the discussion of Bahrain's second periodic report submitted to the Arab Human Rights Charter Committee at the League of Arab States headquarters in Cairo. This participation is aligned with efforts to support and integrate national efforts in human rights in cooperation with various ministries and institutions in the Kingdom.

## **Our esteemed audience:**

Since its inception, the Independent Ombudsman Office has consistently prioritized international cooperation activities and initiatives. Even during its foundational stage, it firmly believed in the importance of gaining insight from and learning about all relevant experiences and topics related to the work of ombudsperson offices. These areas span professional, legal, human rights, social, and cultural aspects. Staying up to date with the best international practices remains a cornerstone of the Independent Ombudsman Office's external activities and collaborations with organizations and institutions interested in its work.

# Forward by Her Excellency the Ombudswoman

This year saw the Independent Ombudsman Office further strengthen its presence on all regional and international levels, earning it a prestigious status and widespread respect among ombudsman institutions particularly within umbrella organizations such as the International Ombudsman Institute (IOI) and the Organization of Islamic Cooperation Ombudsman Association (OICOA). Notably, the Independent Ombudsman Office won a seat on the Board of Directors during OICOA's ninth board meeting in Istanbul on October 6, 2023, marking the first time the Kingdom of Bahrain has held a voting member seat on the board. This achievement significantly elevated Bahrain's standing at the international level.

## **Our esteemed audience:**

As we celebrate the tenth anniversary of the Independent Ombudsman Office, we feel a deep sense of duty to express our gratitude to all those who supported our journey this year and throughout the past decade. We extend our highest appreciation and thanks to our partners in work and achievement from the ministries, institutions, authorities, and individuals who worked with us in a spirit of cooperation, synergy, and dedication.

We especially extend our thanks to the following to the Ministry of Interior, Ministry of Foreign Affairs, Ministry of Justice, Islamic Affairs and Endowments, Ministry of Social Development, Ministry of Information Affairs, the Public Prosecution Office, the Special Investigations Unit, Government Hospitals Directorate, National Health Regulatory Authority, Bahrain Radio and Television, Bahrain TV News Sector, National Communication Centre, Local newspapers in both Arabic and English, Arab and foreign media outlets that covered the Independent Ombudsman Office's conference and health services activities, Prisoners and Detainees Rights Commission, National Institution for Human Rights, accredited embassies and diplomatic missions in the Kingdom of Bahrain, local and international organizations and associations that maintain positive engagement with us.

Our gratitude is also extended to the people we proudly serve, for whom we have done our utmost best to fulfill our responsibilities, recognizing that this is both a duty and a mission with the desire to continuously improve, which drives us to seek new development plans and advance our work system.

Since our top priority is investing in our human factor, which we consider the foundation of our work and a key factor in our success. We take this opportunity to commend all our staff members who have shared this journey with us, especially those who completed ten years of service this year and represent the first generation that witnessed the establishment and launch of this institution, which we proudly regard as a historic milestone in our professional journey.

In conclusion, we pray to Almighty God to grant us success in fulfilling the responsibilities entrusted to us, and to allow us through our work, to contribute to the advancement and prosperity of our beloved Kingdom.

**Peace and blessings be upon you all,**

**Ghada Hamid Habib**

Ombudswoman



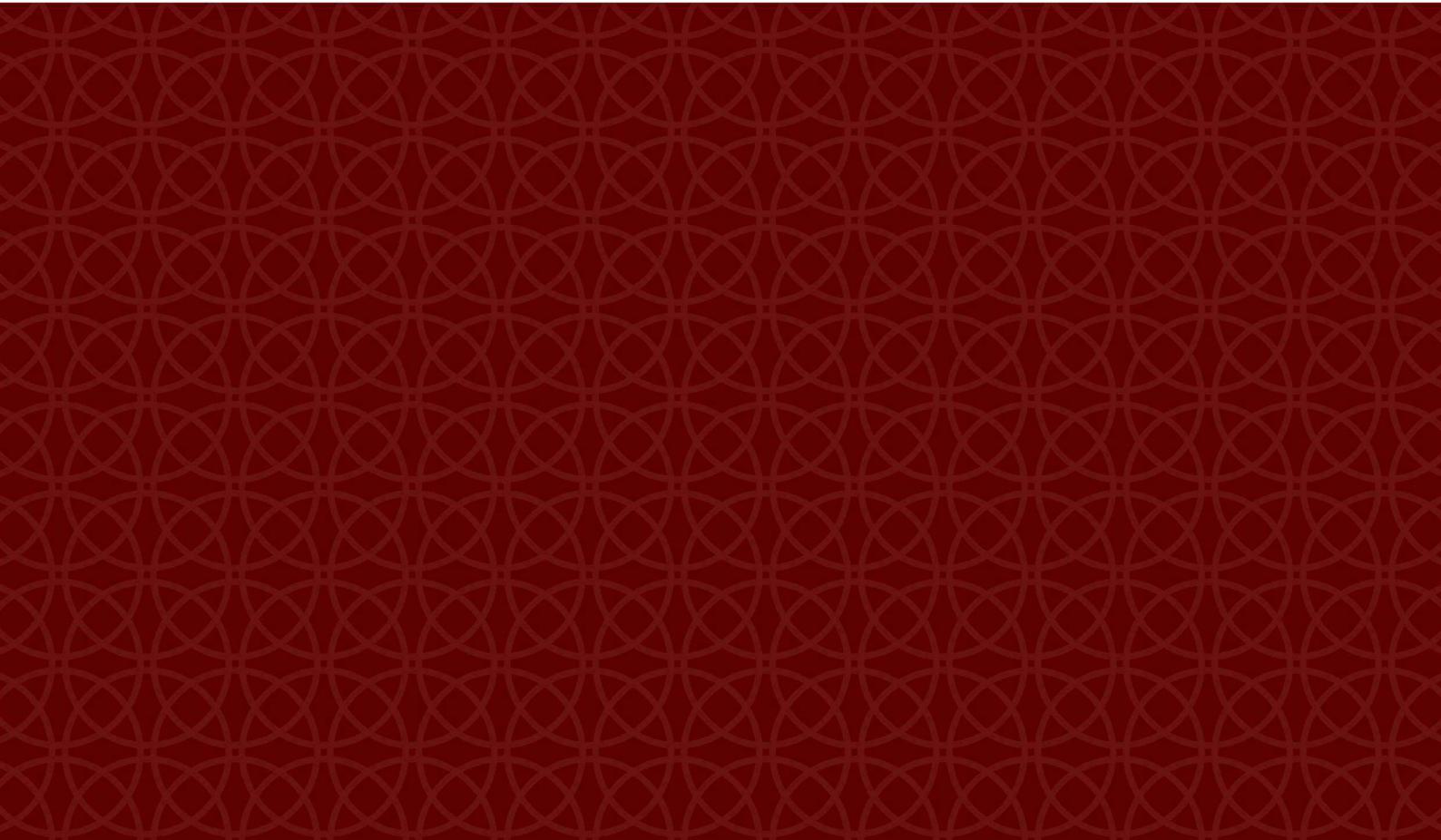




# **Section One**

## Ombudsman Office Statistics

**2023-2024**





# Independent Ombudsman Office Statistics

## 2023-2024

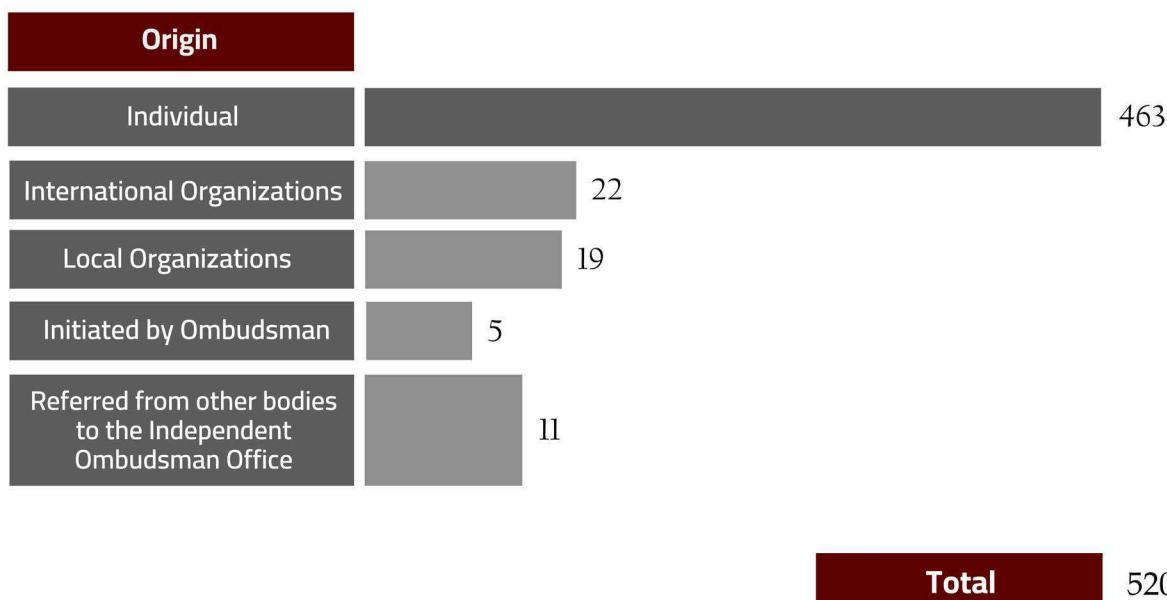
### TOTAL NUMBER OF COMPLAINTS BY THE INDEPENDENT OMBUDSMAN OFFICE

Category	Number
Assistance Requests (*)	309
Complaints (**)	211
<b>Total</b>	<b>520</b>

▪ **\*Assistance Requests:** Related to individual or collective needs or to inquire about specific information such as education, visits, communications, and medical services provided to inmates and detainees.

▪ **\*\*Complaints:** It relates to an allegation of misconduct in violation of the provisions of laws, decision, or regulations Ministry of Interior personnel, which requires taking legal action against those accused.

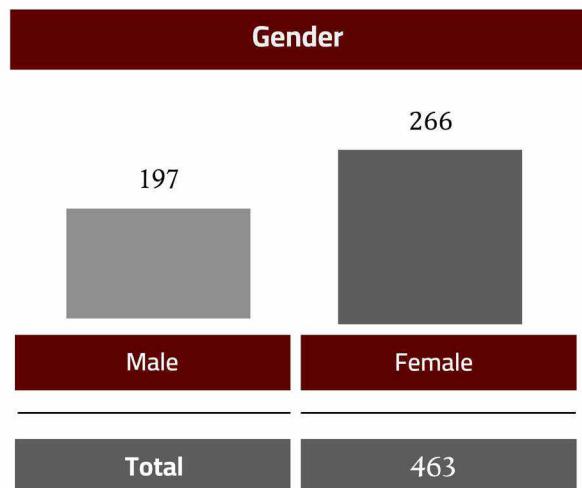
### ORIGIN OF COMPLAINTS



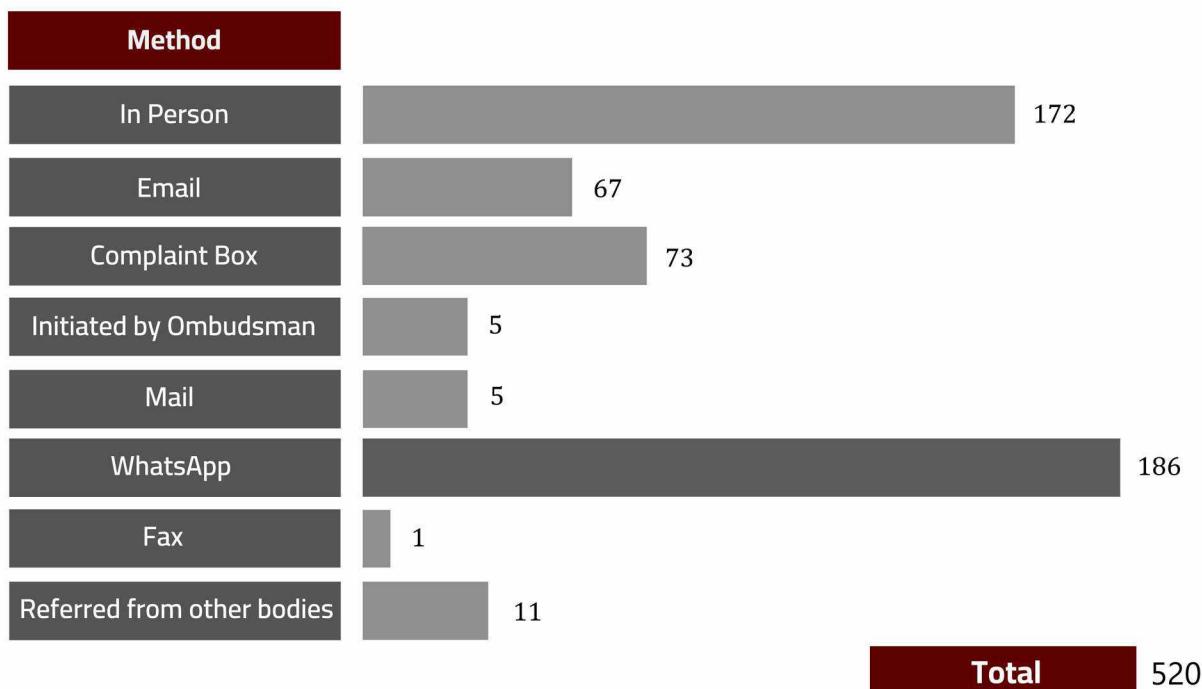
# Independent Ombudsman Office Statistics

## 2023-2024

### COMPLAINTS BY GENDER



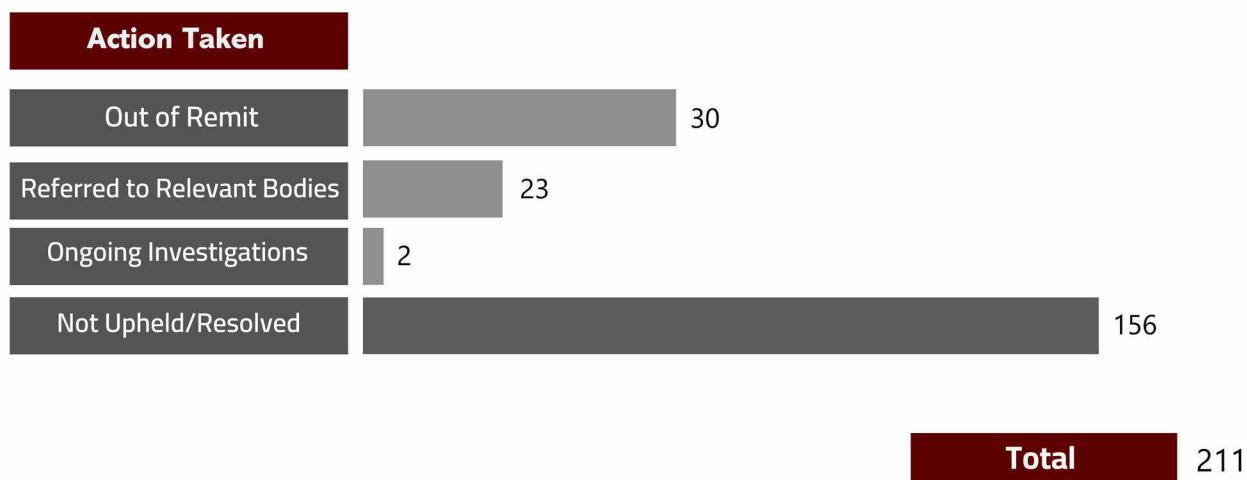
### METHOD OF COMPLAINT SUBMISSION



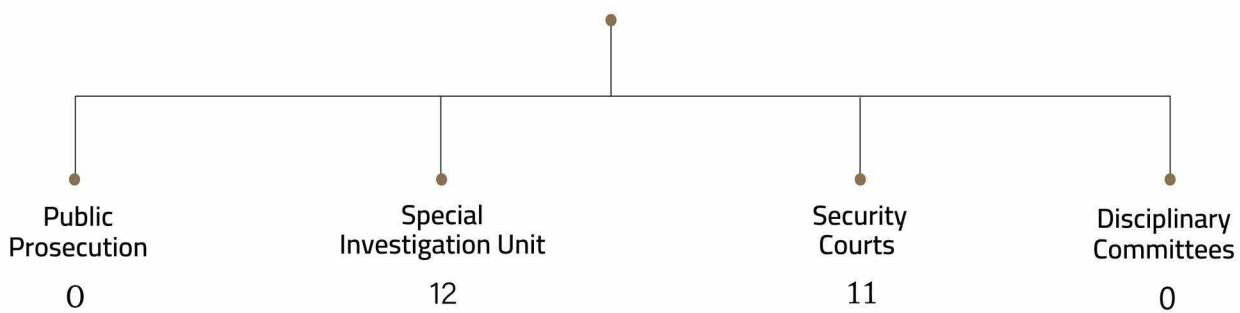
# Independent Ombudsman Office Statistics

## 2023-2024

### ACTION TAKEN WITH REGARD TO COMPLAINTS



### ORGANIZATIONS TO WHICH COMPLAINTS REFERRED FOR CRIMINAL/DISCIPLINARY INVESTIGATION



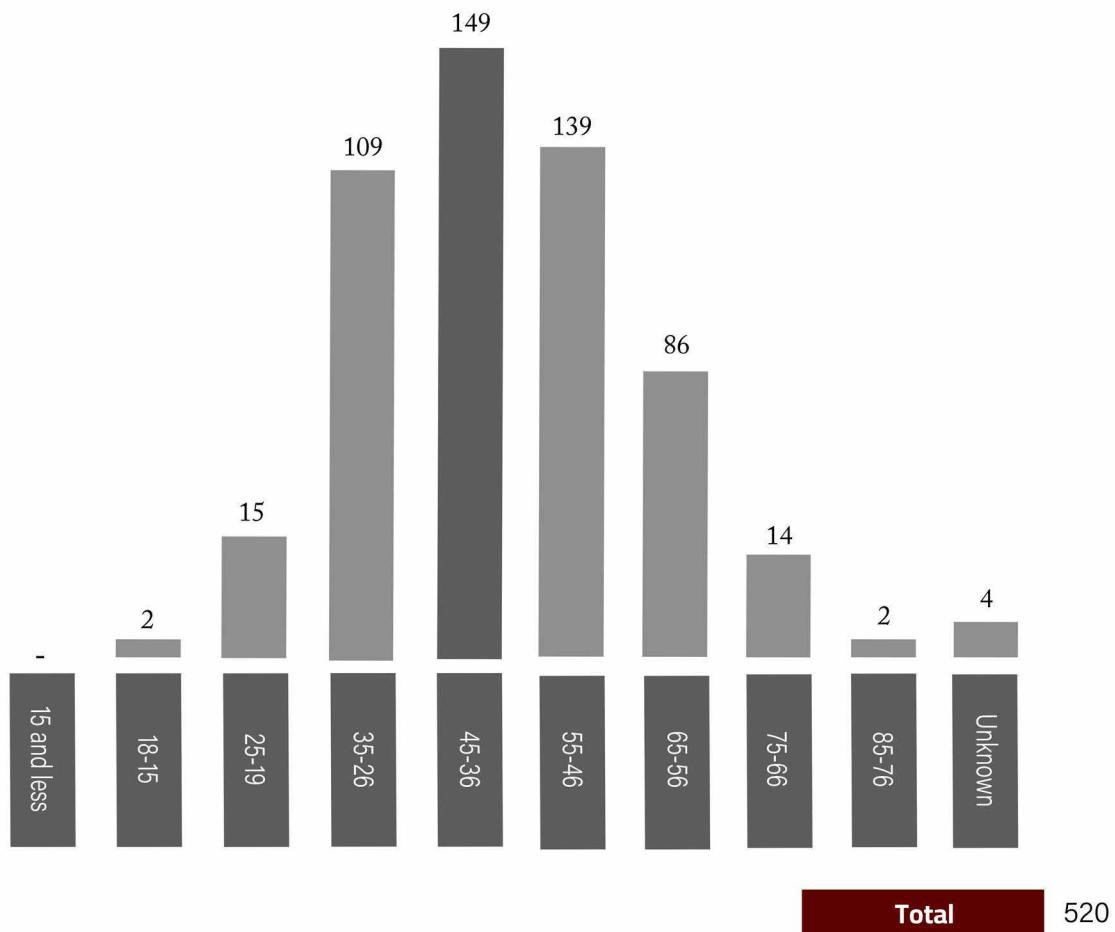
### ACTION TAKEN IN RELATION TO ASSISTANCE REQUESTS



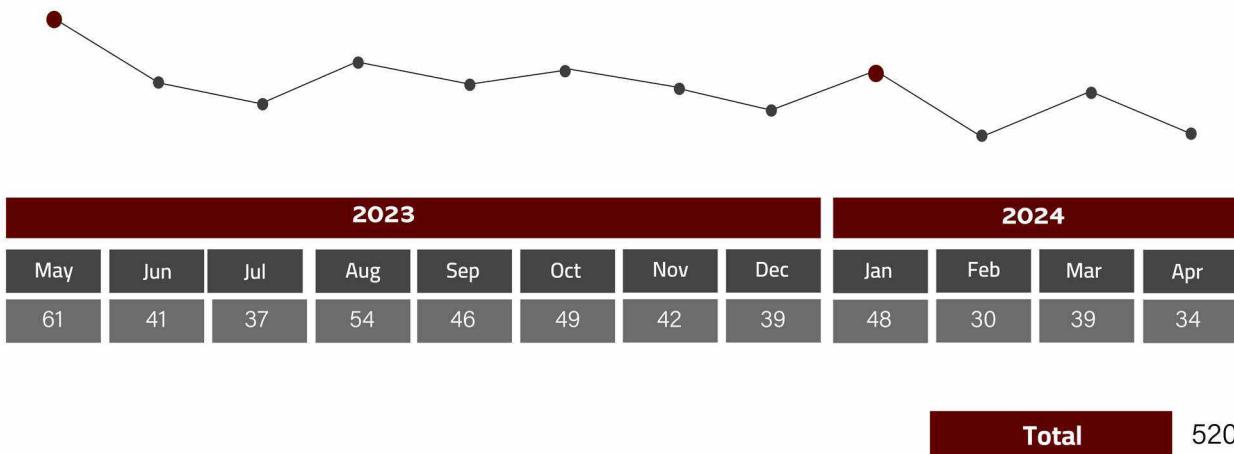
# Independent Ombudsman Office Statistics

2023-2024

## NUMBER OF COMPLAINTS BY COMPLAINANT'S AGE



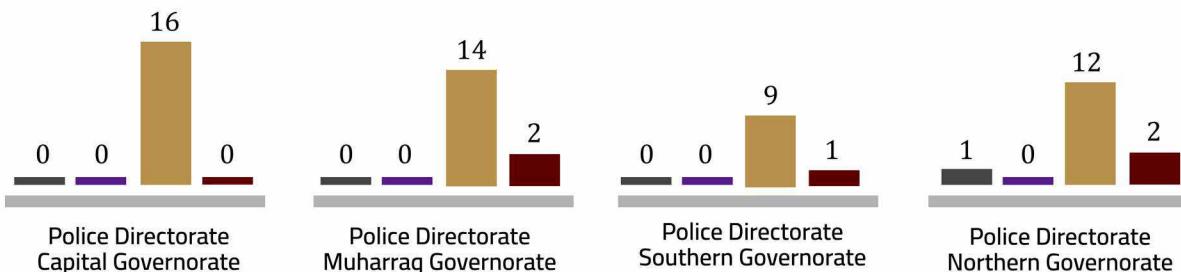
## COMPLAINTS FIGURES RECEIVED EACH MONTH



# Independent Ombudsman Office Statistics

2023-2024

## COMPLAINTS AGAINST DIRECTORATES/INSTITUTIONS



Directorate Institution	Action Taken				
	Referred for Criminal/Disciplinary Proceedings	Ongoing Investigations	Not Upheld Resolved	Out of Remit	Total
Police Directorate Capital Governorate	0	0	16	0	16
Police Directorate Muharraq Governorate	0	0	14	2	16
Police Directorate Southern Governorate	0	0	9	1	10
Police Directorate Northern Governorate	1	0	12	2	15
<b>Total</b>	<b>1</b>	<b>0</b>	<b>51</b>	<b>5</b>	<b>57</b>

## CONTINUED- COMPLAINTS AGAINST DIRECTORATES/INSTITUTIONS

Directorate Institution	Action Taken				
	Referred for Criminal/Disciplinary Proceedings	Ongoing Investigations	Not Upheld Resolved	Out of Remit	Total
Directorate of Criminal Investigations-CID*	5	0	3	0	8
Directorate of Drug Enforcement Administration*	1	0	2	1	4
Directorate of Criminal Information*	0	0	0	0	0
Directorate of Protection of Public Works and Human Trafficking*	0	0	0	0	0
<b>Total</b>	<b>6</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>12</b>

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

# Independent Ombudsman Office Statistics

2023-2024

## CONTINUED- COMPLAINTS AGAINST DIRECTORATES/INSTITUTIONS

Directorate Institution	Action Taken				
	Referred for Criminal/Disciplinary Proceedings	Ongoing Investigations	Not Upheld Resolved	Out of Remit	Total
General Directorate of Custom Affairs	0	0	0	0	0
General Directorate of Special Forces	2	0	0	0	2
Airport Police Directorate	0	0	0	0	0
King Fahad Causeway of Police Directorate	0	0	0	0	0
Complaints against Directorate Institutions other than MOI	0	0	0	18	18
<b>Total</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>18</b>	<b>20</b>

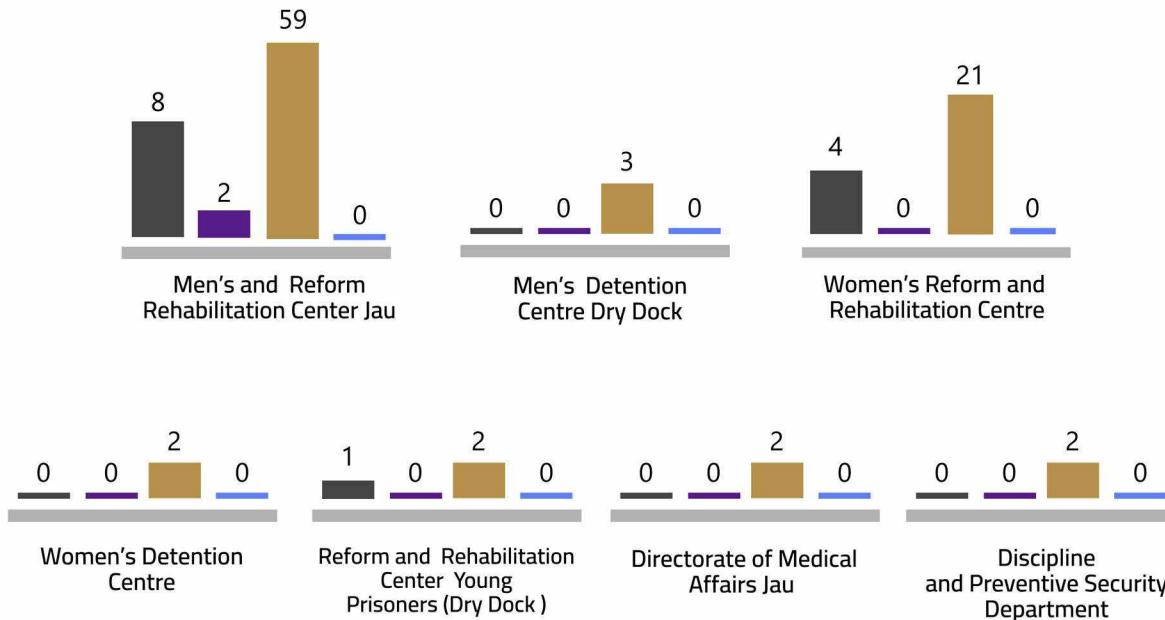
## CONTINUED- COMPLAINTS AGAINST DIRECTORATES/INSTITUTIONS

Directorate Institution	Action Taken				
	Referred for Criminal/Disciplinary Proceedings	Ongoing Investigations	Not Upheld Resolved	Out of Remit	Total
General Directorate of Traffic	0	0	1	3	4
Nationality, Passports Residence Affairs	0	0	6	3	9
Directorate of Coast Guards	0	0	0	0	0
General Directorate of Guards	0	0	0	0	0
General Directorate of Anti-Corruption Economic and Cyber Crimes	0	0	2	0	2
National Ambulance Center	0	0	0	0	0
Directorate of Operations (999)	0	0	0	0	0
Capital Governorate	1	0	0	0	1
<b>Total</b>	<b>1</b>	<b>0</b>	<b>9</b>	<b>6</b>	<b>16</b>

# Independent Ombudsman Office Statistics

2023-2024

## CONTINUED- COMPLAINTS AGAINST DIRECTORATES/INSTITUTIONS



Directorate Institution	Action Taken				
	Referred for Criminal/Disciplinary Proceedings	Ongoing Investigations	Not Upheld Resolved	Out of Remit	Total
Men's and Reform Rehabilitation Center Jau	8	2	59	0	69
Men's Detention Centre Dry Dock	0	0	3	0	3
Women's Reform and Rehabilitation Centre	4	0	21	0	25
Women's Detention Centre	0	0	2	0	2
Reform and Rehabilitation Center Young Prisoners (Dry Dock)	1	0	2	0	3
Deportation Centre	0	0	0	0	0
Directorate of Medical Affairs Jau	0	0	2	0	2
Discipline and Preventive Security Department	0	0	2	0	2
<b>Total</b>	<b>13</b>	<b>2</b>	<b>91</b>	<b>0</b>	<b>106</b>





## **Section Two**

# Examples of Ombudsman Investigations





# Examples of Ombudsman Investigations

## Sample Case 1

The Independent Ombudsman Office received a complaint submitted through the Complaints Box placed at the Reform Rehabilitation and Detention Centre for Women. The complaint was concerning two female members of the Public Security Personnel at the Centre who refused to transfer an inmate (Ms. A) to the Centre's clinic, exacerbating her health condition due to her epilepsy.

The Independent Ombudsman Office commenced its investigation by interviewing Ms. A who stated one of the policewomen refused her request to transfer her to the Centre's clinic as Ms. A suffered from fatigue, her transfer was delayed until the next day, which aggravated Ms. A's feeling of tiredness and exhaustion who also suffers from epilepsy. Ms. A also cited that other inmates in the same room support her statement. However, she filed a complaint regarding the same incident to the Centre's administration.

The Independent Ombudsman Office continued its investigation into Ms. A's complaint, receiving statements from the inmates who were present in the same room and confirmed her statement. Conversely, during the interview, the defendants denied intentionally failing to transfer Ms. A to the medical clinic and confirmed they had contacted the Centre's clinic and transferred Ms. A, despite that delay was due to full capacity. Upon inquiry from the Centre's administration, the Centre stated although Ms. A had not filed an official complaint, as soon as the incident was known, the two female members of the Public Security Personnel were summoned by the Centre's administration to discuss the incident, it was found they had been negligent in notifying the Centre's clinic due to the workload and they were subsequently reprimanded, given the need to prioritize healthcare at work.

Moreover, the Independent Ombudsman Office contacted the Governmental Hospital Directorate to inquire about Ms. A's health condition. It was discovered that Ms. A is suffering from depression and epilepsy, and was seen by a doctor in the Centre's clinic, who referred Ms. A to a specialist to monitor her condition and prescribed the necessary medication.

In conclusion, the Independent Ombudsman Office investigation revealed sufficient evidence that the two defendants had violated the duties stipulated in Decree Law No. 3 of 1982 regarding Public Security Forces. The Independent Ombudsman Office subsequently notified the Military Courts Directorate in the Ministry of Interior on the incident, and Ms. A was informed of the decision. The Military Courts Directorate held a disciplinary sanction-a salary deduction-imposed on one of the defendants for the proven disciplinary violation in the incident.

## Sample Case 2

The Independent Ombudsman Office received a complaint through the WhatsApp application from the mother of an inmate (Mr. B) at the Reform and Rehabilitation Centre in Jau, alleging that her son had been physically assaulted by a member of the Public Security Personnel at the Centre. The Independent Ombudsman Office immediately commenced its investigations by interviewing Mr. B's mother at the Independent Ombudsman Office headquarters where she reiterated and confirmed the content of her complaint. The Ombudsman investigator met with Mr. B in its independent office at the Reform and Rehabilitation Centre in Jau. During the interview, Mr. B claimed a member of the Public Security Personnel had physically assaulted him while he was leaving the Centre's clinic.

The Independent Ombudsman Office contacted the Centre's administration to inquire about the incident and requested all relevant reports and statements. By reviewing the reports, it was found Mr. B had assaulted a member of the Public Security Personnel while he was present at the clinic, in addition to dropping a blood pressure monitor in the presence of the nurse at the clinic. Thus, a disciplinary penalty was imposed on Mr. B.

# Examples of Ombudsman Investigations

The Independent Ombudsman Office continued its investigations by requesting CCTV footage of the time stated in Mr. B's statement. Upon reviewing these recordings, it was found Mr. B was at the Centre's medical clinic to have his blood pressure measured by one of the clinic's nurses, and suddenly attacked the nurse, which led to prompting members of the Public Security Personnel to intervene and control him until he calmed down. However, Mr. B momentarily attacked another member of the Public Security Personnel; and he was put under control again and taken out of the clinic.

The Independent Ombudsman Office investigations revealed the allegations concerning the assault by members of the Public Security Personnel were false, which was verified by the CCTV surveillance camera placed inside the Centre's clinic, and showed Mr. B was unstable, leading to his assault on a nurse and members of Public Security Personnel, which necessitated taking charge with Mr. B. Withal, the Independent Ombudsman Office concluded the complaint is closed due to the absence of a criminal offence, and the complainant was informed about the decision.

## Sample Case 3

The Independent Ombudsman Office received a complaint through the WhatsApp application from the mother of an inmate (Mr. C) at the Reform and Rehabilitation Centre in Jau. In her statement she expressed that her son was physically assaulted by a member of the Public Security Personnel while being transferred to a court hearing.

The Independent Ombudsman Office initiated its investigations by interviewing Mr. C at the Reform and Rehabilitation Center. During the interview, Mr. C stated after attending one of his court sessions, and while he was at the court bus stop, a member of the Public Security Personnel forcibly dragged him onto the bus in preparation for his return to the Reform and Rehabilitation Centre. Mr. C. stated that the same member of the Public Security Personnel assaulted him inside the bus with the participation of two

other members, in addition to being pepper sprayed which resulted in a head injury. Mr. C supported his statements with other inmates who were present in the bus during the incident. Furthermore, Mr. C requested a referral to a psychiatrist and a neurologist for medical follow-up, and a credit card to purchase items from the Centre's store.

The Independent Ombudsman Office continued its investigations by hearing statements from inmates who witnessed the incident and were present in the bus, the inmates confirmed and reciprocated what was mentioned in Mr. C's statement. Moreover, members of Public Security Personnel were interviewed, and denied what was stated by Mr. C concerning the physical assault incident. They also stated that Mr. C refused to board the bus and verbally assaulted a member of the Public Security Personnel. During the attempt to control him, Mr. C continued to resist and attempted to assault members of the Public Security Personnel, which led to the use of pepper spray to control and restrain him. Furthermore, the Independent Ombudsman Office contacted the Security and Protection Directorate to provide the recording of the CCTV footage during the transportation of inmates, and it was stated that there were no cameras installed or carried inside the bus.

The Independent Ombudsman Office investigations revealed the allegation raises suspicion of a crime, in addition to violating the duties stipulated in Decree Law No. 3 of 1982 regarding the Public Security Forces and Resolution No. 24 of 2014 regarding the issuance of the basic principles for the use of force. Additionally, the investigations also provided that the Special Investigation Unit had initiated its own investigation into the incident. Moreover, the Independent Ombudsman Office subsequently referred the complaint to the Special Investigation Unit for inclusion in its ongoing investigations, and the complainant was notified about the decision.

# Examples of Ombudsman Investigations

However, regarding Mr. C's requests, the Independent Ombudsman Office contacted the Governmental Hospitals Directorate regarding Mr. C's healthcare, and it was found that he suffers from post-drug behavioral disorder. However, his condition is being monitored by a psychological consultant, and necessary treatment is being provided.

Conclusively, the Independent Ombudsman Office contacted the Reform and Rehabilitation Centre administration regarding Mr. C's request for a credit card and was informed by the competent authority at the Ministry of Interior who contacted a bank that the procedures were undertaken to issue the credit card.

## Sample Case 4

The Independent Ombudsman Office received a complaint in person from a sister on behalf of an inmate (Mr. D) at the Reform and Rehabilitation Centre in Jau. The sister alleged that her brother Mr. D was physically assaulted by a member of the Public Security Personnel, pepper-sprayed, placed in solitary confinement, and did not receive adequate medical care.

The Independent Ombudsman Office commenced its investigations in accordance with its procedures, which included interviewing the complainant at the headquarters to hear the details of her complaint. The Ombudsman investigator visited the Reform and Rehabilitation Centre at Jau to interview Mr. D in a designated independent office at the Centre. However, Mr. D refused to meet the Ombudsman investigator, which prompted him to visit the solitary confinement room where Mr. D is being held to conduct the interview, hear his statement, and inspect the room. Mr. D was fully conscious and refused to be interviewed.

Nonetheless, the Independent Ombudsman Office continued its investigations, as the Ombudsman investigator reviewed solitary confinement records and found that Mr. D had been placed in solitary confinement as a disciplinary penalty for violating the rules and regulations by assaulting a member of the Public Security Personnel in the outdoor yard while sunbathing. The Ombudsman investigator inspected

the scene of the incident to determine the areas covered by the CCTV footage. Upon requesting the Centre's administration, recordings of the CCTV were obtained, the recordings showed Mr. D screaming and mocking one of the officers in the yard, who issued orders to the present security personnel to take Mr. D to his room and end the sunbathing period. However, Mr. D refused, resisting the security personnel with an attempt to attack them, prompting one of the members of the Public Security Personnel to pepper-spray to put Mr. D under control. Furthermore, the Independent Ombudsman Office received copies of the reports and statements related to the incident.

While the Independent Ombudsman Office was completing its investigation, it received a notification from the Centre's administration, stating Mr. D had refused to leave the solitary confinement after completing his disciplinary penalty. Moreover, the recordings from an attached portable security camera revealed Mr. D had refused to leave solitary confinement and had declared a hunger strike. The Ombudsman investigator returned to the Reform and Rehabilitation Centre to interview Mr. D in solitary confinement by advising him and offering guidance to leave the solitary confinement and to break his hunger strike. However, Mr. D refused, a psychiatrist was summoned to meet Mr. D and advise him to terminate his hunger strike.

The Independent Ombudsman Office concluded its investigations that Mr. D's allegations were false, in accordance with the CCTV footage that showed Mr. D attempting to assault members of the Public Security Personnel and refusing orders, which led to the legitimate use of force to keep him under control. It was also proven that Mr. D was placed in solitary confinement in accordance with the law as a disciplinary measure for attempting to assault members of the Public Security Personnel. In addition, he refused to leave solitary confinement despite the termination of the disciplinary penalty imposed, and despite the advice and guidance he received from the Centre's administration and the Ombudsman investigators. Consequently, the Independent Ombudsman Office decided to close the

# Examples of Ombudsman Investigations

complaint due to the absence of a criminal act, and the complainant was informed about the decision.

Moreover, Mr. D submitted a request related to health care, the Independent Ombudsman Office contacted the Governmental Hospitals Directorate to inquire about the medical care Mr. D is receiving. It was found that he had been examined by a specialist doctor and had previously been transferred to Salmaniya Medical Complex for several tests. The Governmental Hospitals Directorate confirmed Mr. D received the necessary medical care according to his health condition. Therefore, the Independent Ombudsman Office decided to close the request, and the complainant was notified of the outcome.

## Sample Case 5

The Independent Ombudsman Office received a complaint from an inmate's (Mr. E) attorney at the Reform and Rehabilitation Centre, stating Mr. E had not been transferred to attend one of his trial sessions and filing an application stating that Mr. E has refused to attend his court hearing.

The Independent Ombudsman Office initiated its investigation procedures in where an investigator visited the Reform and rehabilitation Centre to interview Mr. E. During the interview, Mr. E denied refusing to attend the trial session and confirmed that prior to the previous trial date, he had inquired about the timing of his transfer through a member of Public Security Personnel. Mr. E was informed there were no external movements scheduled for him the next day. The Independent Ombudsman Office contacted the Reform and Rehabilitation Centre administration and requested a copy of Mr. E's abstention form to verify the identity of public security personnel involved. During the interview, the officer acknowledged his responsibility for issuing the abstention form. He explained that he had addressed the inmate who is responsible for the ward through a glass barrier to inform Mr. E of his trial session. However, the inmate did not respond to his request. Therefore, the officer issued the abstention form without personally speaking to Mr. E, citing building security conditions.

In the same context, the investigator reviewed CCTV footage of the date and time of the incident. The CCTV footage showed a conversation between several members of the Public Security Personnel with one of the inmates through a glass barrier facing the ward where Mr. E was held without any entry into the ward.

The Independent Ombudsman Office investigation concluded there was sufficient evidence of the officer's violation constituting a criminal offence, as well as a violation of stipulated duties under Decree by Law No. 3 of 1982 of the Public Security Forces. The Independent Ombudsman Office's findings proved that the officer had misrepresented the truth in an official document and caused Mr. E's absence from the trial session. The Independent Ombudsman Office notified the Military Courts Directorate at the Ministry of Interior about the incident, and the complainant was informed of the outcome.

Subsequently, the Military Courts Directorate imposed a disciplinary penalty (salary deduction) on the officer after confirming the disciplinary violation related to the incident.

## Sample Case 6

The Military Courts Directorate in the Ministry of Interior referred a complaint to the Independent Ombudsman Office in accordance with its jurisdiction under Decree No. (27) of 2012, as amended by Decree No. (35) of 2013. The complaint involved a claim by a person who alleged assault by a member of the Public Security Personnel, who also forced him to sign papers without knowing the content.

The Independent Ombudsman Office initiated its investigation into these allegations and inquired about the details of his complaint. The complainant was interviewed at the Independent Ombudsman Office headquarters, where he reported that while he was at his office, civilian employees from the Labor Market Regulatory Authority were verifying workers' licenses of those present, accompanied by members of the Public Security Personnel. One of the civilian employees requested the complainant to sign papers which he did not know its content, he refused to do until consulting the business owner.

# Examples of Ombudsman Investigations

The complainant added that after refusing to sign the documents, one of the Public Security Personnel took him a short distance away, assaulted him by beating, threatening, and forcing him to sign the papers. Moreover, the complainant stated the assault caused him physical pain, which necessitated his visit to a hospital for medical tests. He concluded his statement by noting that he had filed a report about the incident at the police station, and his statement regarding the incident was recorded. Furthermore, CCTV installed at the location of the incident were examined to determine what exactly occurred.

The Independent Ombudsman Office requested a copy of the Military Prosecution's investigations at the Ministry of Interior indicating the defendants' personal identities. Additionally, the Independent Ombudsman Office reviewed the CCTV footage, covering the location and time of the incident, which showed the complainant being subjected to physical harm and mistreatment. In the same context, the Independent Ombudsman Office examined the complainant's medical report from one of the hospitals after the incident, which confirmed his suffering from pain on the right side of his chest as a result of being subjected to assault.

Conclusively, the Independent Ombudsman Office concluded the complainant's allegations raised suspicion of a criminal offence. Therefore, notifying the Public Prosecution and consequently referred the complaint to the Special Investigation Unit, and the complainant was informed of the outcome.

## Sample Case 7

The Independent Ombudsman Office received a complaint from a complainant (Ms. F) alleging that members of the Public Security Personnel assaulted and verbally abused her during arrest and claimed the illegality of this act. The Independent Ombudsman Office commenced its investigation by interviewing Ms. F. The incident occurred when Ms. F was arrested while she was at a person's home, based on a complaint filed against them. Ms. F admitted that during the arrest, she did not comply with the public security

personnel's request to leave the house, she claimed they pepper sprayed her and forced her to leave. Moreover, one of the members of the public security personnel assaulted Ms. F, and a female member of the public security personnel verbally abused her. Ms. F also added that she informed the prosecutor about the assault during the investigation in the Public Prosecution.

The Independent Ombudsman Office contacted the Public Prosecution regarding Ms. F's allegation regarding the physical assault, the Public Prosecution confirmed that Ms. F's claim was false, as she did not mention the physical assault during the incident.

In the same context, the Independent Ombudsman Office contacted the Internal Audit and Investigations Directorate at the Ministry of Interior regarding the procedures taken against Ms. F. The Directorate stated the relevant police station initiated its procedures regarding the report immediately upon receipt, with several members of the public security personnel arriving at the location, arresting Ms. F and another person while under the influence of drugs. The seized items were confiscated, and Ms. F, who was in an abnormal state, was taken to the police station. Upon reviewing Ms. F's investigation report, it was revealed she admitted not recalling anything of the events during her arrest as she was intoxicated. Moreover, the Independent Ombudsman Office reviewed the medical report following Ms. F's arrest and the records showed Ms. F had no injuries.

The Independent Ombudsman Office investigation revealed Ms. F was arrested based on a report received by the competent security authorities that Ms. F was consuming drugs in a residence not under her possession and is accompanied with another person. Legal procedures were initiated in this regard, and the Public Prosecution commenced its investigations and referred Mr. F to the Criminal Court.

# Examples of Ombudsman Investigations

In conclusion, the Independent Ombudsman Office investigations concluded there was no evidence to support Ms. F's allegation on being subjected to physical assault and verbal abuse by members of the Public Security Personnel, since Ms. F was intoxicated at the time of her arrest, and her claims of assault in the Public Prosecution were also falsified, as evidenced by the absence of injuries in her medical report. Thus, The Independent Ombudsman Office concluded to close the complaint due to the absence of a criminal offence, and Ms. F was informed of the outcome.

## Sample Case 8

The Independent Ombudsman Office received a complaint submitted through the Complaints Box, which is placed at the Women Reform Rehabilitation Detention Centre, alleging the mistreatment of one of the inmates (Ms. G) by a member of the Public Security Personnel at the Centre.

The Independent Ombudsman Office initiated investigation procedures into the complaint mentioned. One of the female investigators at the Independent Ombudsman Office interviewed Ms. G in an independent office at the Women Reform Rehabilitation Detention Centre. During the interview, Ms. G stated the policewoman she complained about (the defendant), refused to respond to her request to open the room's door, yelling and insulting her in the presence of other inmates who were in the same room. Therefore, Ms. F had submitted another complaint against the concerned policewoman to the Centre's administration.

During the interview, the policewoman denied deliberately mistreating Ms. G. as she previously confirmed by responding to Ms. G's request to open the door several times. However, Ms. G refused to disclose the reason for her recurring exits from the room, which ultimately led to the policewoman's refusal to open the door. The policewoman also stated she did not yell at Ms. G nor insulted her, by mentioning that Ms. G might have believed that she was yelling due to the lack of clarity of the sound received through the intercom device.

The Independent Ombudsman Office completed its investigations by interviewing inmates who were present at the time of the incident who also concurred with Ms. G's statements. Moreover, the Independent Ombudsman Office requested from the Centre's administration to provide CCTV recordings during the incident. Furthermore, the Independent Ombudsman Office was informed that the CCTV in the location where the incident occurred were out of order.

In consequence, the Independent Ombudsman Office investigation into this incident resulted in finding sufficient evidence of Ms. G exposure to mistreatment in accordance with Ms. G's statements and supported by other inmates' statements. This constitutes a violation by the defendant of the duties stipulated for her by Decree Law No. 3 of 1982 regarding the Public Security Personnel. Therefore, the Independent Ombudsman Office referred the case to the Military Courts Directorate at the Ministry of Interior and Ms. G was notified of the outcome.

## Sample Case 9

The Independent Ombudsman Office received a complaint through WhatsApp application from a brother on behalf of an inmate (Mr. H) at the Reform and Rehabilitation Centre in Jau. The complaint stated that an additional amount was deducted from Mr. H's bank card after purchasing personal items from the Centre's store. Additionally, the complainant requested to examine Mr. H by a doctor due to suspected symptoms of COVID-19.

The Independent Ombudsman Office commenced its investigation by sending one of its investigators to interview Mr. H at the designated office in the Reform and Rehabilitation Centre. During the interview, Mr. H stated he handed his bank card to another inmate to buy him personal items from the Centre's store. However, he discovered an additional amount of 16 BD (Bahraini Dinars) being deducted, in addition to the value of his personal purchases.

# Examples of Ombudsman Investigations

In response, the Independent Ombudsman Office contacted the Public Security Market Directorate regarding the transactions made at the Centre's store using Mr. H's bank card. It was confirmed that a deduction of 16 BD had been made, followed by a deduction of 29.925 BD, which Mr. H acknowledged as being the amount for his own purchases, on the same date mentioned in his claim.

Upon interviewing the other inmate, who used the bank card, he acknowledged receiving the card from Mr. H. However, he claimed that he did not visit the store and handed the card over to one of the member Public Security Personnel at the Centre to buy the requested items. He also could not recall the name of the members Public Security Personnel involved.

To verify this allegation, the Independent Ombudsman Office contacted the Centre's administration to obtain a list of the members of Public Security Personnel who were on duty at the cell where Mr. H resides on the date of the incident. When interviewed, the members Public Security Personnel confirmed they were not responsible for purchasing items for inmates from the store and denied receiving the bank card from the other inmate.

Furthermore, the ombudsman investigator visited the store for inspection, it was found that there were no CCTV. Upon interviewing the store manager, he explained each inmate buys their own items from the store, and in some exceptional cases, an inmate from the cell might buy items for other inmates, confirming that no security personnel were involved in purchasing items for inmates.

In consequence, the Independent Ombudsman Office investigation into this allegation concluded there was no connection between any of the security officers with the complaint. Regarding the delivery of Mr. H's bank card to one of the inmates, there was no evidence to support the claim that the card was handed to one of the Public Security Personnel. Therefore, the Independent Ombudsman Office investigation concluded there was no criminal offence that

had occurred, decided to close the complaint and Mr. H complainant was informed of the decision. Furthermore, the Independent Ombudsman Office recommended installing CCTV in the store.

Alternatively, the Independent Ombudsman Office contacted the Governmental Hospitals Directorate regarding the health condition of Mr. H. It was confirmed Mr. H had been examined at the Centre's clinic on an earlier date, where he was assessed and received appropriate treatment.

## Sample Case 10

The Independent Ombudsman Office received a notification about an inmate (Mr. I) at the Reform and Rehabilitation Centre in Jau, who had commenced a hunger strike in protest to the cancellation of his medical appointments at the hospital.

The Independent Ombudsman Office Immediately began addressing Mr. I's condition in where an Ombudsman investigator visited the Centre to interview Mr. I. During the interview, Mr. I stated his hunger strike was a result of not being transferred to an external hospital to perform surgery, he added that he is suffering from severe tooth pain, which needs to be extracted, and requested medical eyeglasses.

The Independent Ombudsman Office contacted the Reform and Rehabilitation Centre administration and recommending the transfer of Mr. I to an external hospital to perform the required surgery. Consequently, the Centre's administration reported that Mr. I was transferred to the hospital, and the required surgery had been performed.

The Independent Ombudsman Office contacted the Governmental Hospitals Directorate regarding Mr. I's other medical requirements. The Directorate responded with a report stating Mr. I had received treatment for his damaged tooth and was extracted, necessary medications were prescribed along with a treatment plan for his dental care.

# Examples of Ombudsman Investigations

Regarding Mr. I's eyeglasses request, he was examined by an ophthalmologist who prescribed eye drops for six months, with a follow-up to assess whether eyeglasses would be needed after that period.

In its ongoing efforts to monitor Mr. I's health condition, the Independent Ombudsman Office conducted a second interview with Mr. I at the Reform and Rehabilitation Centre to verify the medical care he receives. During the interview, Mr. I confirmed he had undergone the surgery and received appropriate treatment for his eye and teeth. He expressed gratitude to the Independent Ombudsman Office for the actions taken and the outcome of the procedures.

Therefore, based on the findings and measures taken by the Independent Ombudsman Office, the case is closed as settled.

## Sample Case 11

The Independent Ombudsman Office received an assistance request submitted by a lawyer on behalf of an inmate (Mr. J) at the Reform and Rehabilitation Centre in Jau, stating that Mr. J had commenced a hunger strike in protest to the current visitation procedures.

The Independent Ombudsman Office initiated its proceedings through reviewing the request by contacting Mr. J and interviewing him at the Independent Ombudsman's Office designated office in the Reform and Rehabilitation Centre. Mr. J confirmed he is on a hunger strike until he is granted a permit for an exceptional visit to see his niece, given that her kinship degree falls outside the categories authorized for regular visitation by law.

In the same context, the Independent Ombudsman Office contacted the Reform and Rehabilitation Centre's administration and conveyed Mr. J's request. The Centre's administration responded favorably to the request, and the Independent Ombudsman Office confirmed that Mr. J received the visit on November 30, 2023.

In conclusion, based on the findings and measures taken by the Independent Ombudsman Office, the request was closed as settled.

## Sample Case 12

The Independent Ombudsman Office received an assistance request from a lawyer of a foreign female inmate (Ms. K) at the Women's Reform Rehabilitation Detention Centre, concerning enabling Ms. K to conduct a video call with her family where they are living outside Kingdom of Bahrain.

The Independent Ombudsman Office initiated its proceedings by reviewing the request and contacting the Centre's administration, who responded with the necessary steps to be undertaken to facilitate the requested video call.

The Independent Ombudsman Office has followed up with Ms. K's lawyer, who confirmed that Ms. K had successfully conducted a video call with her husband.

Based on the findings and measures taken by the Independent Ombudsman Office, the request was closed as settled.

## Sample Case 13

The Independent Ombudsman Office received a request through the WhatsApp application from a father on behalf of an inmate (Mr. L) at the Reform and Rehabilitation Centre in Jau, concerning enabling his son to continue his university education.

The Independent Ombudsman Office initiated its proceedings to review the request by contacting the Reform and Rehabilitation Centre, who stated a list that had been submitted which comprised the names of inmates whose applications had been completed. However, Mr. L's name was not included due to his failure to complete the required preliminary procedures.

Nonetheless, the Centre's administration confirmed its readiness to include Mr. L's name in the subsequent lists upon his completion of the necessary procedures.

The Independent Ombudsman Office notified the complainant of the outcome. Based on the findings and measures undertaken, the request was closed as settled.





# **Section Three**

## Ombudsman Death Cases Investigations



# Ombudsman Death

## Cases Investigations

### Death Case No. 1

**Name:** Ms. A

**Age:** 35

**Date of Death:** 26 July 2023

**Place of Death:** Exterior Hospital

The Independent Ombudsman Office received a notification from the Women's Reform Rehabilitation Detention Centre, regarding the death of an inmate (Ms. A) on July 26, 2023, in an external hospital, where she was transferred on the same day, due to suffering from a cardiac arrest while in the Centre.

The Independent Ombudsman Office immediately began its investigations by visiting the Centre where a team of investigators interviewed other inmates who were present with Ms. A, and inquired about what had occurred. The inmates confirmed that Ms. A had been in a normal state while watching the television. However, she suddenly fainted and the inmates tried to revive her and summoned Members of the Public Security personnel who immediately transported Ms. A to the Centre's clinic.

The Independent Ombudsman Office interviewed several Members of the Public Security personnel who witnessed the incident, they stated that a notification had been received about an inmate (Ms. A) fainting in the TV room, in which they headed directly to her and transferred Ms. A to the Centre's clinic. Furthermore, they stated that the process of transporting Ms. A from the TV room until she arrived at the clinic did not exceed more than five minutes, as the nurse on duty immediately called the ambulance and Ms. A was transported from the Centre within a period that does not exceed ten minutes.

Moreover, the Independent Ombudsman Office interviewed the doctor in charge of the Centre's clinic who stated that Ms. A did not suffer from any chronic illnesses, as well as Ms. A visited the clinic the day before her death to have a blood sample test, and the blood test results were normal. Thus, the doctor added that upon Ms. A's arrival at the Center's medical clinic after fainting, she was immediately transported by ambulance to an external hospital.

In the same context, the Independent Ombudsman Office contacted both the Government Hospitals Directorate and the Reform and Rehabilitation Centre for Women's administration to request records in relation to the incident and the medical procedures which were undertaken. By reviewing the records and documents, it was revealed, under the acknowledgement of the Women's Reform and Rehabilitation Centre, Ms. A had fainted while she was in the TV room, she was subsequently transferred by Members of the Public Security personnel to the Centre's clinic until the arrival of the ambulance which immediately transported her to the hospital where Ms. A passed away after several attempts at resuscitation.

By reviewing Ms. A's medical records, received from the Government Hospitals Directorate, the records showed that Ms. A was suffering from dizziness upon arrival at the Centre's clinic. During the medical examination, Ms. A fainted, in which promptly an ambulance was called and Ms. A was immediately transported to the hospital.

Furthermore, the Independent Ombudsman Office contacted Public Prosecution to include a copy of its investigations into the incident and the forensic report. It was found that death occurred due to a severe drop in blood circulation and respiration as a result of a heart attack, which led the Public Prosecution investigation ruling out the suspicion of a criminal offence and close the case as the death was natural.

The Independent Ombudsman Office completed its investigations into the measures taken and contacted the Government Hospitals Directorate regarding a recommendation to appoint a doctor on duty during the evening shift at the Women's Reform Rehabilitation Detention Centre clinic. In addition, the Independent Ombudsman Office contacted the Centre's administration regarding the provision of wheelchairs for use if necessary.

# Ombudsman Death

## Cases Investigations

Based on the Independent Ombudsman Office follow-up on the implementation of the recommendations submitted to both the Centre's administration and the Governmental Hospitals Directorate, it was found that two wheelchairs were provided at the Centre. Additionally, it was confirmed that a doctor is on duty in the evening shift at the Centre's clinic.

In light of the Independent Ombudsman Office investigations which revealed Ms. A's death was natural and the commitment of the Ministry of Interior's personnel in the Centre to take necessary measures to immediately transfer Ms. A to the hospital without delay, with the implementation of recommendations issued by the Independent Ombudsman Office during investigations; the Independent Ombudsman Office concluded its investigations with the decision to close the case as there was no act of misconduct committed by any Members of the Public Security personnel.

### **Death Case No.2**

**Name:** Mr. B

**Age:** 50

**Date of Death:** 3 October 2023

**Place of Death:** Exterior Hospital

The Independent Ombudsman Office received a notification from the Reform Rehabilitation Centre, regarding the death of an inmate (Mr. B) on Tuesday morning October 3 ,2023, in an external hospital, where he was transferred on September 2023 ,24 after suffering from a cardiac arrest.

The Independent Ombudsman Office immediately commenced its investigations by visiting the Reform and Rehabilitation Centre where investigators began interviewing other inmates who were present in the same ward where Mr. B was residing. During the interview, the inmates confirmed that on September 24 ,2023, Mr. B felt tired and had heart palpitations. The inmates informed a member of the Public Security personnel on duty, who was along with other members, he immediately transferred Mr. B to the Centre's clinic.

In the same context, the Independent Ombudsman Office contacted the Government Hospitals Directorate to review Mr. B's medical reports during his time at the Centre. The Independent Ombudsman Office received Mr. B's medical reports from the date of his admission to the Centre, to determine the illnesses he suffered from and the medical care he received.

By reviewing the medical reports received from the Governmental Hospitals Directorate, the records revealed that Mr. B had been suffering from a chronic illness since 2014 and was being followed up at the Reform and Rehabilitation Centre's Clinic. On September 24 ,2023, Mr. B was taken to the Centre's clinic complaining about breathing difficulty and heart palpitations. Mr. B was promptly examined, and necessary medical tests were performed which revealed that his vital signs were unstable. Therefore, Mr. B was transferred to the hospital in an equipped medical ambulance on the same day and Mr. B was hospitalized ever since until the day of his passing.

Furthermore, the Independent Ombudsman office reviewed the initial medical report of Mr. B's death issued by the Death Registration Division in the Ministry of Health, which stated Mr. B's death resulted from (septic shock, pulmonary edema infiltration, and coronary artery syndrome).

The Independent Ombudsman Office notified the Public Prosecution to include its investigations and the forensic report on the incident and the Public Prosecution decided to exclude the suspicion of a crime from the documents due to the fact death was natural, since the forensic doctor had proved death occurred from cardiac, circular respiratory arrest as a result of pathological complications.

In light of the Independent Ombudsman Office investigations which revealed the commitment of the

# Ombudsman Death

## Cases Investigations

Ministry of Interior's personnel at the Centre to provide continuous health care to Mr. B, taking necessary measures to transfer him continuously to an exterior hospital without delay, the Independent Ombudsman Office concluded its investigations with the decision to close the case as there was no act of misconduct committed by any Members of the Public Security personnel.

### Death Case No. 3

**Name:** Mr. C

**Age:** 22 years

**Date of Death:** 27 October 2023

**Place of Death:** Reform and Rehabilitation Center

The Independent Ombudsman Office received a notification from the Reform and Rehabilitation Centre at Jau on October 27, 2023 regarding the death of Mr. C at the Centre's clinic due to severe injuries resulting from a violent altercation with other inmates.

The Independent Ombudsman Office immediately commenced its investigation upon receiving the notification. The Ombudsman investigators went to the Reform and Rehabilitation Centre to collect information regarding the circumstances of the incident in accordance with the established methodology in such cases. The Independent Ombudsman Office team reviewed reports prepared by the Centre's administration, which revealed that the altercation took place during the beverage distribution period in the ward where Mr. C stayed and a verbal dispute has escalated into a physical assault by several other inmates.

The building officer observed a gathering through surveillance cameras, attempted to intervene but there was no response from the inmates, prompting him to use pepper spray and call for backup from other Members of the Public Security personnel. The situation was brought under control, and an ambulance was called, Mr. C was transported to the Centre's clinic, where resuscitation efforts failed, and he was pronounced dead.

The Independent Ombudsman Office inquired whether CCTV recordings were available, it was found that there were no cameras inside the room where the incident took place. However, there were cameras in the adjacent hallway and the yard outside the room, CCTV recordings showed inmates gathering outside the room, followed by the first entry of Members of the Public Security personnel. Approximately five minutes later, a larger group of officers entered the hallway, dispersed the inmates, and returned them to their rooms.

Moreover, by interviewing members of the public security force present during the incident who stated the building officer received a call from the operations room reporting a gathering of inmates at one of the room's entrances. He went to the scene with three other officers and witnessed inmates assaulting Mr. C. They attempted to break up the assault and called for further support and an ambulance.

In the same context, several inmates who witnessed the assault were interviewed, and confirmed a fight broke out in the yard and three officers arrived a few minutes after the attack began on Mr. C. However, they were unable to stop the assault due to the number of inmates preventing access to Mr. C. Additionally, backup was called and arrived minutes later, after the fighting ended, and Mr. C was transported to the medical clinic.

However, the Independent Ombudsman Office was unable to interview the inmates responsible for the incident as they were being held in custody and investigated by the Public Prosecution, which also began a criminal investigation. The Independent Ombudsman Office requested the inclusion of the Public Prosecution's investigations and the forensic report, but was informed that the documents could not be shared as the case was part of a witness protection program. Correspondingly, medical

# Ombudsman Death

## Cases Investigations

reports from the Government Hospitals Directorate indicated Mr. C had suffered from a chronic illness. The reports also documented the emergency response procedures from the moment the injury was reported until the time of Mr. C death and the request for a forensic examination.

Withal, the Independent Ombudsman Office continued its investigation further in the administrative lateral of the incident to review the actions taken by Members of the Public Security personnel. The investigation was inclusive of reviewing documents, interviewing witnesses (members of the public security personnel and inmates), and examining the CCTV recordings. Based on the findings, there was suspicion of administrative misconduct by some officers who were present during the incident. The Independent Ombudsman Office also referred the case to the Military Courts at the Ministry of Interior for further action and issued recommendations to the Ministry of Interior, including installing surveillance cameras covering exercise yards and all rooms in the Centre.

### **Death Case No. 4**

**Name:** Mr. D

**Age:** 43 years

**Date of Death:** 14 September 2023

**Place of Death:** External hospital

The Independent Ombudsman Office received a notification from the Reform and Rehabilitation Centre at Jau regarding the death of Mr. D on the morning of September 14, 2023, at a hospital he was transferred to on the evening of September 12, 2023, due to cardiac health issues.

The Independent Ombudsman Office launched an immediate investigation by visiting the Centre to collect evidence and interviewing inmates who reside with Mr. D. The inmates stated on the evening of September 12, 2023, Mr. D felt fatigued, had a fever and struggled to breathe. Members of the Public Security personnel were informed, and Mr. D was promptly transferred to the clinic. The Ombudsman investigator observed

surveillance cameras installed in the corridor showing Members of the Public Security personnel entering the room and transporting M. D out of the building.

In the same context, the Centre's attending physician stated Mr. D was fully conscious upon arrival, suffering from severe itching, irregular heartbeat, low oxygen levels, and was not on any medication, the doctor denied that Mr. D had consumed any allergenic food, suspecting an allergic reaction, the doctor administered oxygen and a cortisone injection to relieve the allergy, Mr. D was transferred to a hospital as the clinic lacked antihistamine injections at that time. CCTV footage showed the medical staff performing initial checks on Mr. D and placing an oxygen mask before the transfer.

Moreover, the Independent Ombudsman Office reviewed Governmental Hospitals Directorate reports confirming Mr. D had chronic health issues and frequently visited the clinic. On the day of the incident, Mr. D reported to the clinic suffering from itchiness, redness, nausea, heart palpitations, and difficulty breathing, Mr. D was treated and transferred to a hospital.

Furthermore, the Independent Ombudsman Office contacted the Public Prosecution for the forensic report. The Public Prosecution concluded there was no criminal suspicion and closed the case, confirming the death was natural caused by toxic shock, multi-organ failure from severe pneumonia, and possible severe allergy.

In conclusion, the Independent Ombudsman Office concluded Members of the Public Security personnel acted appropriately and swiftly in transporting Mr. D for medical care. Therefore, the complaint was closed with no misconduct found. However, the Independent Ombudsman Office recommended the Reform and Rehabilitation Centre clinic to be provided with antihistamine injections.

# Ombudsman Death

## Cases Investigations

### Death Case No. 5

**Name:** Mr. E

**Age:** 41 years

**Date of Death:** 31 March 2024

**Place of Death:** Reform and Rehabilitation Centre

The Independent Ombudsman Office received a notification on March 31, 2024, from the Reform and Rehabilitation Centre at Jau about the death of Mr. E in the clinic who collapsed unconscious in his room.

The Independent Ombudsman Office immediately commenced its investigation where an Ombudsman investigator visited the Centre to collect evidence, review CCTV footage, and interview inmates who reside in Mr. E's ward. The inmates reported Mr. E suddenly felt unwell and fainted, prompting them to alert a public security officer, who was along with a nurse, and called for an ambulance. Surveillance cameras placed in the outer corridor overlooking the room showed Members of the Public Security personnel entering the room, calling two other officers, three minutes later other public security personnel, accompanied by one of the nurses of the center's clinic transporting Mr. E on a stretcher.

Moreover, CCTV footage from the clinic showed Mr. E being brought in two minutes after his exit from the ward building, followed by resuscitation efforts.

Additionally, medical records from the Government Hospitals Directorate confirmed Mr. E had no chronic illnesses. On the day of the incident, Mr. E lost consciousness, and within three minutes, CPR was initiated by a clinic nurse. Therefore, Mr. E was transported to the emergency clinic, where a doctor confirmed the absence of pulse and breathing, and despite continuous efforts, he was pronounced dead.

Furthermore, the nurse who performed CPR resuscitation confirmed he immediately went to Mr. E's room after collapsing and conducted CPR treatment directly to Mr. E in which he promptly transferred to the Center clinic for further medical treatment.

In the same context, the Independent Ombudsman Office reviewed the preliminary report from the Ministry of Health's Death Registration Division which stated that the cause of death was septic shock, pulmonary edema, and coronary artery syndrome.

Additionally, the Independent Ombudsman Office contacted the Public Prosecution for forensic details. The Public Prosecution ruled out criminal suspicion, concluding that the death was due to acute circulatory and respiratory failure.

Conclusively, the Independent Ombudsman Office found that Members of the Public Security personnel acted promptly in providing medical care and emergency response, the office decided to close the complaint as no misconduct was found.





first international conference on the occasion of  
its ten years anniversary since its inception

“The Effectiveness of Ombudsmen in  
Institutional Work and their Role in  
Promoting Respect for Human Rights”

## On the Tenth Anniversary of its Inauguration ... The Opening of the International Conference organized by the Independent Ombudsman Office titled "The Effectiveness of Ombudsmen in Institutional Work and their Role in Promoting Respect for Human Rights"



18-19 October, 2023: The Independent Ombudsman Office organized its first international conference on the occasion of its ten years anniversary since its inception titled "The Effectiveness of Ombudsmen in Institutional Work and their Role in Promoting Respect for Human Rights", in the presence of a number of their excellencies the ministers, heads of national government bodies and institutions in addition to several dignitaries from outside of the Kingdom of Bahrain that represent heads and unions of Ombudsmen on an international level as well as high representatives from the Gulf Cooperation Council and the Arab world.

During the Independent Ombudsman Offices' conference sessions titled "The Effectiveness of Ombudsmen in Institutional Work and their Role in Promoting Respect for Human Rights" a number of speakers demonstrated their countries' experiences in the field by affirming the importance of promoting Human Rights within the criminal justice system.

Five specialized segments were discussed during the conference namely: The first segment, which deals with "the Role of Ombudsman Offices in Promoting Human Rights within the Criminal Justice System", the second segment on "Legal and Human Rights Standards in the Work of Police Conduct Control Bodies, Prison Inspection and Correctional Facilities", while the third segment reviews "Prospects for Joint Cooperation and Benefiting from International Experiences between Specialized Justice Agencies", and the fourth segment discusses "Efforts to Promote Human Rights in Police Work and



Areas of Inmate Care". Finally, the fifth sheds light on "Recent Trends in Protection of the most Vulnerable Groups in Reformational Centers and Social Care Homes".

Finally, the fifth sheds light on "Recent Trends in Protection of the most Vulnerable Groups in Reformational Centers and Social Care Homes".

This conference is sought as a platform for those interested in the work of Ombudsman institutions worldwide to meet, discuss and exchange ideas related to ombudsman offices and their role in promoting Human Rights.

# Ombudsman conference delegates visit open prisons complex



The delegations of the countries taking part in the Independent Ombudsman Office Conference visited the Open Prisons Complex at the General Directorate of Verdict Enforcement and Alternative Sentencing, in the presence of HE Ombudswoman Ms. Ghada Hameed Habib.

During the visit, Captain Jassim Jabr Al-Dosseri, Director of the Alternative Sentencing Directorate, gave a briefing on the efforts of the General Directorate for the Implementation of Alternative Sentences and Punishments in expanding the application of the Penal Code and alternative measures and implementing the Open Prisons Program, in addition to reviewing the rehabilitation and training programs provided to the beneficiaries of the program, as well as the objectives of the Open Prisons Program, as one of the effective programs in the field of enhancing community security and developing the human rights system.

Furthermore, the Director of the Alternative Sentencing Directorate mentioned that the Open Prisons Program is a civilized and humanitarian project within the framework of the comprehensive development process of His Majesty King Hamad bin Isa Al Khalifa, and the keenness of the government under the leadership of His Royal Highness Prince Salman bin Hamad Al Khalifa, Crown Prince and Prime Minister, to improve the application of the Alternative Penal Code and Open Prisons Program, adding the Ministry of Interior keenness's, thanks to the instructions of His Excellency General Shaikh

Rashid bin Abdullah Al Khalifa, Minister of Interior, for adopting top international standards in the application of alternative punishments and open prisons, which contributes to the development of the criminal justice system and the continuation of national efforts to promote human rights.

The visiting delegations toured the open prison complex, during which they were briefed on its educational buildings equipped with the latest modern educational systems and housing units that ensure provision of services and living needs, in addition to the sports club building and its integrated health club, mental games unit and electronic communication.

In the conclusion of the visit, the delegations praised the efforts of the General Directorate of Verdict Enforcement and Alternative Sentencing and their prominent role in working to increase the segment of beneficiaries of the application of the Penal Code, alternative measures and the Open Prisons Program, expressing their appreciation for the program and this advanced experience.





## Section Four

# International Cooperation Development and Outreach



# International Cooperation Development and Outreach

## International Cooperation With Diplomatic Missions in the Kingdom of Bahrain

### The Ombudsman receives the British Deputy Ambassador on the Occasion of the End of his Term



Her Excellency Ms. Ghada Hameed Habib, Ombudsman, received in her office on Wednesday, Mr. Stuart Summers, Deputy Ambassador of the United Kingdom to the Kingdom of Bahrain, on the occasion of the end of his term in the Kingdom. She also welcomed Ms. Fiona Walker-Doyle and congratulated her on assuming her duties as Deputy British Ambassador to the Kingdom of Bahrain.

### The Ombudsman receives the German Ambassador to Manama

Her Excellency Ms. Ghada Hameed Habib, Ombudsman, received today in her office His Excellency Ambassador Clemens Augustinus Hatch, Ambassador of the Federal Republic of Germany to the Kingdom of Bahrain, in the presence of Shaikh Mohammed bin Ali Al Khalifa, Director of the International Cooperation and Development Directorate.



The Ombudsman welcomed the new German Ambassador, presented the most important efforts and activities of the Office in the past period, ways of cooperation with similar German institutions, within the framework of continuous recognition of the most important international experiences and expertise in the work of the Ombudsman offices.

### The Ombudsman receives the US Ambassador to Bahrain



Her Excellency Ms. Ghada Hameed Habib, the Ombudsman, received in her office His Excellency Ambassador Steven Craig Bundy, Ambassador of the United States of America to the Kingdom of Bahrain, and his Deputy, Mr. David Brownstein, in the presence of Shaikh Mohammed bin Ali Al Khalifa, Director of the International Cooperation and Development Directorate, and a number of members of the US Embassy in Manama.

# International Cooperation Development and Outreach

## International Cooperation With Diplomatic Missions in the Kingdom of Bahrain

The Ombudsman receives the  
new French Ambassador accredited to the Kingdom of Bahrain



Her Excellency Ms. Ghada Hameed Habib, Ombudsman, received today in her office in Seef District His Excellency Ambassador Eric Giroud-Telme, Ambassador of the French Republic to the Kingdom of Bahrain, in the presence of Shaikh Mohammed bin Ali Al Khalifa, Director of the International Cooperation and Development Directorate, and a number of members of the Independent Ombudsman Office and the French Embassy in Manama.

At the beginning of the meeting, the Ombudsman welcomed the newly appointed French Ambassador on his first visit to the headquarters of the Independent Ombudsman Office, wished him success in his diplomatic duties in a way that enhances the achievement of common interests between the two friendly countries and people.

### The Ombudsman meets the Ambassador of the Italian Republic to the Kingdom of Bahrain

Her Excellency Ms. Ghada Hameed Habib, Ombudsman, met in her office today with Her Excellency Ambassador Paola Amadi, Ambassador of the Italian Republic to the Kingdom of Bahrain, in the presence of Shaikh Mohammed bin Ali Al Khalifa, Director of the International Cooperation and Development Directorate.



At the beginning of the meeting, the Ombudsman welcomed the Italian Ambassador and stressed the keenness of the Independent Ombudsman Office to build bridges of purposeful communication with parties interested in its work, including diplomatic missions accredited to Bahrain of friendly countries.

# International Cooperation Development and Outreach

## International Cooperation With Diplomatic Missions in the Kingdom of Bahrain

### The Ombudsman meets with the Ambassador of the Kingdom of Morocco in Bahrain



Her Excellency Ms. Ghada Hamid Habib, the Ombudsman, met in her office in Seef District with His Excellency Ambassador Mustafa Benkhi, the Ambassador of the Kingdom of Morocco accredited to the Kingdom of Bahrain.

At the beginning of the meeting, the Ombudsman, welcomed the Moroccan ambassador, reviewed the overall activities and efforts of the Independent Ombudsman Office



and the services it provides to the public. Furthermore, Ms. Ghada Hameed Habib noted the positive and ongoing cooperation between the Independent Ombudsman Office and the Kingdom Mediator Foundation in Morocco.

### The Ombudsman meets with the Ambassador of the Republic of Egypt in Bahrain



Her Excellency Ms. Ghada Hameed Habib, the Ombudsman and Head of Prisoners Detainees Rights Commission, met in her office in Seef District Her Excellency Ms. Reham Mohamed Khalil, Ambassador of the Arab Republic of Egypt to the Kingdom of Bahrain.

At the beginning of the meeting, Her Excellency welcomed the Egyptian Ambassador, noted the depth of the historical fraternal relations between the two brotherly countries and peoples, and the continuous development in all fields to achieve common interests, wishing her success in carrying out her diplomatic duties.

# International Cooperation Development and Outreach

## International Cooperation With International Institutions and Organizations

### A Delegation of US Congressional Employees visits the Independent Ombudsman Office



A delegation of US Congress employees visited today the Independent Ombudsman Office in Seef District, as part of their visit to the Kingdom of Bahrain. The delegation was received by Her Excellency Ms. Ghada Hameed Habib, Ombudsman, who welcomed the delegation, stressing this visit is part of a series of periodic visits made by US Congress employees to the Independent Ombudsman Office, within the framework of the Office's keenness to enhance cooperation and constructive communication with various parties interested in learning about its role and tasks in Bahraini society.



### The Ombudsman receives the Head of the Gulf Department at the Foreign Commonwealth and Development Office in the United Kingdom



Her Excellency Ghada Hamid Habib, Ombudsman, received today Mr. Tom Allan, Head of the Gulf Section at the Foreign Commonwealth and Development Office, United Kingdom. At the beginning of the meeting, the Ombudswoman welcomed Mr. Allen, discussed together opportunities and aspects of joint cooperation between the Independent Ombudsman Office and the Gulf Section at the Foreign, Commonwealth and Development Office in the United Kingdom.

In this context, Ms. Ghada Hamid Habib stressed during the meeting that the Independent Ombudsman Office has adopted, since the first day of operation, a policy of cooperation and openness to international institutions, whether governmental, or those who fall under the category of civil society and specialized organizations to benefit from the expertise they provide, which is in line with legal, and professional reference applied in the Independent Ombudsman Office. Furthermore, Her Excellency, the Ombudsman, noted the positive and continuous cooperation between the Independent Ombudsman Office and similar British institutions, and those affiliated with the Foreign, Commonwealth and Development Office, within the framework of international cooperation and development plans and programs. The meeting was attended by Sheikh Mohammed bin Ali Al Khalifa, Director of the International Cooperation and Development Directorate at the Independent Ombudsman Office.

# International Cooperation Development and Outreach

## International Cooperation With International Institutions and Organizations

### The Ombudsman receives the Resident Representative of the United Nations Development Program in the Kingdom of Bahrain



Her Excellency Ms. Ghada Hameed Habib, the Ombudsman, received in her office in Seef District His Excellency Mr. Firas Gharaibeh, Resident Representative of the United Nations Development Programme (UNDP) in the Kingdom of Bahrain.

At the beginning of the meeting, Her Excellency Ms. Ghada Hameed Habib welcomed the visiting guest and noted the ongoing cooperation between the Independent Ombudsman Office and the United Nations Development Programme (UNDP) in the Kingdom of Bahrain in areas of

training and capacity building, stressing the Office attaches great importance to international cooperation activities, especially with regard to constantly learning best international practices followed in the fields of Ombudsman offices, topics related to their work within criminal justice agencies, and standards of work and management of reform, rehabilitation, and detention centres.

### A Delegation from the United States of America's Congress visits the Independent Ombudsman Office

Today, a delegation of the United States of America's Congress delegation visited the Ombudsman's Office, in where they met with Her Excellency the Ombudsman Ms. Ghada Hameed Habib, in the presence of Sh. Mohammed bin Ali Al Khalifa, Director of the International Cooperation and Development Directorate, and a number of employees from the Independent Ombudsman Office.



During the meeting, the Ombudsman welcomed this visit, which comes as part of a series of periodic visits by the U.S. Congress delegation to the Ombudsman during their time in the Kingdom of Bahrain.

Her Excellency the Ombudsman also presented the visiting delegation with a summary consisting of the most important efforts and activities of the Ombudsman within the scope of its functional specialization and its role in serving the public and touched on the Ombudsman's contribution to promoting respect for human rights principles in the areas of work of law enforcement institutions.

# International Cooperation Development and Outreach

## International Cooperation With International Institutions and Organizations

### The Ombudsman receives the United Nation's resident coordinator in the Kingdom of Bahrain



Her Excellency, Ms. Ghada Hameed Habib, Ombudsman, received in her office located in Seef District Mr. Khalid Al Maqoud, the resident coordinator of the United Nations in the Kingdom of Bahrain.

During the meeting, means of cooperation between the Independent Ombudsman Office and agencies of the United Nations in the Kingdom of Bahrain to enhance as well as



promote training and competence programs to identify United Nations standards that are related to the aptitudes of the Independent Ombudsman Office.

### Ombudswoman meets UNDP Regional Programme Adviser



Ombudswoman, Ms. Ghada Hameed Habib received Mr. Firas Gharaibeh, Regional Programme Adviser at the United Nations Development Programme (UNDP) in Bahrain and Ms. Amel Arfaoui, Justice and Human Rights Program Coordinator at the UNDP in Morocco.

The Ombudswoman affirmed the cooperation between the Independent Ombudsman office and

the UNDP in various fields, particularly in the criminal justice system, praised the outstanding professionalism of the experts and consultants at the UNDP and their contribution to the training and development programmes of many of UNDP's collaborators.

During the meeting, the Ombudsman expressed her hope in the coming period, which coincides with the anniversary of the Universal Declaration of Human Rights, will witness more joint cooperation activities with the United Nations Development Programme through holding specialized training workshops which reinforce the importance of the legal and humanitarian dimension in the scope of work and jurisdiction of the Independent Ombudsman Office.

# International Cooperation Development and Outreach

## International Cooperation With International Institutions and Organizations

### A Delegation of US Congressional staff visits The Independent Ombudsman Office



Delegation of US Congressional staff visited the headquarters of The Independent Ombudsman Office, where they met with Her Excellency the Ombudsman, Ms. Ghada Hameed Habib, in the presence of Sheikh Mohammed bin Ali Al Khalifa, Director of the International Cooperation and Development Directorate, and a number of the Independent Ombudsman Office employees.

During the meeting, her Excellency the Ombudsman welcomed this visit, which comes within a series of periodic visits made by employees of the US Congress to The Independent Ombudsman Office to learn about the role of the Independent Ombudsman Office and its most important achievements since its establishment in 2013.

Moreover, Her Excellency the Ombudsman briefed the visitors a summary of the most important efforts and activities of The Independent Ombudsman Office within the scope of its functional specialization and its role in serving the public. The Ombudsman touched on the Independent Ombudsman Office contribution to enhancing respect for human rights principles in the areas of work of law enforcement institutions.

### The Ombudsman receives the Deputy Director of the Department of Iraq and the Arabian Peninsula at the British Foreign Office

Her Excellency, Ms. Ghada Hamid Habib, the Ombudsman, received today, Sunday, Ms. Margaret Elizabeth Lawrence, Deputy Head of the Iraq and Arabian Peninsula Department at the United Kingdom's Foreign and Commonwealth Office.

During the meeting, aspects of communication between the Independent Ombudsman Office and the British Embassy in Manama were reviewed in the areas of training programs and exchange of experiences with relevant British



institutions, and ways to develop meaningful interaction between the two sides within the framework of enhancing transparency.

# International Cooperation Development and Outreach

## International Cooperation With International Institutions and Organizations

### Ombudswoman meets Restorative Justice Expert



Her Excellency Ms. Ghada Hameed Habib, Ombudswoman and President of Prisoners Detainees Rights Commission (PDRC), met international expert, Ms. Paula Jack.

The Ombudsman commended the ongoing positive cooperation with Ms. Paula Jack in holding training workshops from which inspectors of the Office of the Ombudsman and PDRC have benefited, regarding issues related to the standards of inspecting children's care centres and homes.



The Ombudsman discussed with the international expert the role that the PDRC can play in the field of restorative justice for children, in cooperation with the relevant ministries and entities, to achieve the objectives of Law (4) of 2021 promulgating the Restorative Justice Law for Children and their Protection from maltreatment.

### The Ombudsman receives an official from the Asia-Pacific Forum for National Human Rights Institutions



Her Excellency Ms. Ghada Hamid Habib, the Ombudsman, received in her office in the Seef District, Mr. Philip Wardle, Director of Legal and Policy Affairs at the Asia-Pacific Forum for National Human Rights Institutions.

During the meeting, duties of the Independent Ombudsman Office were reviewed, as it is the first specialized body of its kind in the region, and its work mechanism within the criminal justice system, including the authority to visit correctional, rehabilitation and detention centres.

The Ombudsman also presented an overview to the visiting guest during the meeting on the Independent Ombudsman Office contribution to enhancing respect for human rights in the areas of work of law enforcement agencies, in line with the latest methods followed and applied in Ombudsman institutions at international level, noting in this regard the close relationship between the Independent Ombudsman Office and among the specialized entities that represent associations and unions of Ombudsman offices in the world, through active participation in the activities organized by these unions, which allow identifying new experiences and skills that keep pace with the challenges produced by the work environments surrounding the offices of ombudsmen in each country separately.

# International Cooperation Development and Outreach

## International Cooperation With International Institutions and Organizations

### Ombudswoman receives US Congress delegation



A delegation of US Congressional employees visited the headquarters of the Independent Ombudsman Office, where they met with Her Excellency Ms. Ghada Hameed Habib, Ombudsman, in the presence of Shaikh Mohammed bin Ali Al Khalifa, Director of the International Cooperation and Development Directorate, and a number of the Office's employees.



During the meeting, the Ombudsman, welcomed this visit, which is part of a series of periodic visits made by US Congressional employees to the Independent Ombudsman Office to learn about the role of the Office and its most important achievements since its establishment.

The Ombudsman gave a summary to the visitors of the most important efforts and activities of the Independent Ombudsman Office within the scope of its functional mandate and its role in serving the public. The Ombudsman also touched on the Office's contribution to promoting respect for human rights principles in the fields of work of law enforcement institutions.

### The Ombudsman Meets with the Foreign Affairs Officer in the U.S. Department of State's Bureau of Democracy, Human Rights, and Labor



Today, the Ombudsman, Ms. Ghada Humaid Habib, met today in her office in Seef District with Ms. Emily Belson, Foreign Affairs Officer at the U.S. Department of State's Bureau of Democracy, Human Rights, and Labor, accompanied by a number of members of the U.S. Embassy in Manama.

At the beginning of the meeting, the Ombudsman welcomed the American official, stressing the Ombudsman's keenness to strengthen the bonds of positive communication with those interested in its scope of work, as part of its commitment to the principle of transparency and work to exchange views on a number of issues and topics that fall within the jurisdiction of its professional competences, the Ombudsman reviewed with the American official the activities of the Independent Ombudsman Office according to the numbers and statistics in the latest annual report, the 1-th annual report ٢٠١٣-٢٠١٤, moreover, presented an overview of the operation system within the Independent Ombudsman Office, its relationship with other bodies in the criminal justice system, its role in promoting respect for human rights in the areas of law enforcement agencies in monitoring reformation, rehabilitation, detention centers within a comprehensive vision pursued by the Kingdom of Bahrain and embodied in more than one project and program, including projects currently implemented by the Ministry of Interior, such as alternative punishments, open prisons.

The meeting was attended by Shaikh Mohammed bin Ali Al Khalifa, Director of the International Cooperation and Development Directorate.

# International Cooperation Development and Outreach

## International Cooperation With International Institutions and Organizations

### The Ombudsman receives an expert at the UNDP Regional Centre



Ms. Ghada Hamid Habib, Ombudsman, received in her office this morning Mr. Filippo de Carbigna, Rule of Law, Security and Human Rights Specialist at the UNDP Regional Centre in the Kingdom of Jordan.

At the beginning of the meeting, the Ombudsman praised the positive and fruitful cooperation between the Independent Ombudsman Office and the United Nations Development Program in Bahrain, especially in the fields of training, capacity building and the acquisition of skills and experience, referring in this regard to the training courses and workshops that

were previously held in cooperation between the two parties, and included important topics in the areas of work of ombudsman offices and areas related to promoting respect for human rights principles in the criminal justice system.

### Balochistan Regional Ombudsman visits the Independent Ombudsman Office



Her Excellency Ms. Noor Jahan Mengal, the Regional Ombudsman of the Government of Balochistan, Pakistan, paid today her first visit to the Independent Ombudsman Office in Seef District, where she was met by Her Excellency Ms. Ghada Hameed Habib, Ombudsman.

At the beginning of the meeting, the Ombudsman welcomed the visiting guest and gave a briefing on the Independent Ombudsman Office's tasks and jurisdictions. The Regional Ombudsman of the Government of Balochistan, Pakistan, presented the role of her Office in protecting women from harassment and abuse in the workplace, receiving complaints from on this issue.

At the end of the meeting, Ms. Ghada Hameed Habib stressed that the Independent Ombudsman Office is keen to build bridges of communication with similar institutions in other countries, especially institutions who are members of the International Institute of Ombudsmen (IOI) to exchange ideas, experiences, and to enhance mutual understanding on issues related to the work of grievance offices.

# International Cooperation Development and Outreach

## International Cooperation With Gulf and Arab Institutions and Organizations

**The Independent Ombudsman Office receives the Chairman of the National Human Rights Commission in the United Arab Emirates and the accompanying delegation**



On Wednesday, a delegation from the National Human Rights Commission in the United Arab Emirates, headed by Mr. Maqsoud Cruz, Chairman of the Commission, paid a visit, for the first time of its kind, to the headquarters of the Independent Ombudsman Office in the Seef District, accompanied by a delegation from the National Institution for Human Rights, headed by His Excellency Mr. Ali Al-Dirazi, Chairman of the Institution, where they were received by Her Excellency Ms. Ghada Hamid Habib, Ombudsman, in the presence of the Directors of the Office, and a number of the Office's members.

At the beginning of the meeting, the Ombudsman welcomed the delegation of the National Human Rights Commission in the United Arab Emirates, delighted with this first visit, which comes within the framework of the friendly fraternal relations that link the two institutions in both Bahrain and the United Arab Emirates. The Ombudsman gave the visiting guests an explanation of the role and tasks of the Independent Ombudsman Office, its qualitative specialization in the fields of work of the Ministry of Interior, the means of receiving complaints and assistance requests, the mechanism in dealing with grievances till reaching the outcomes of the investigations and decisions. Moreover, Her Excellency Ms. Ghada Hameed Habib spoke on the aspects of cooperation and integration with other independent institutions and bodies in Bahrain, such as the National Institution for Human Rights, Prisoners Detainees Rights Commission, and the role and jurisdiction of each.

In his part, Mr. Maqsoud Cruz spoke about the tasks of the National Human Rights Commission in the United Arab Emirates, in terms of receiving complaints, and consider proposals related to human rights with the Commission in accordance with legal, regulatory procedures, and requirements specific to each while adhering to the principles of seriousness, credibility, safety and compatibility.

At the end of the meeting, the Ombudsman expressed her wishes to the visiting delegation that their visits to Bahrain would be crowned with success, and a beginning of a continuous and ongoing cooperation with the Independent Ombudsman Office, an opportunity to exchange experiences, visions, and experiments in a way which benefits both parties, and enhances their role in serving the public.

# International Cooperation Development and Outreach

## International Cooperation With Gulf and Arab Institutions and Organizations

**The Ombudsman receives the Head of Public Security in the Kingdom of Jordan**



His Excellency Major General Dr. Obaidullah Abd Rabbo Al-Maayyah, Director of Public Security in the Hashemite Kingdom of Jordan, visited today the headquarters of the Ombudsman in Seef District, in the presence of His Excellency Major General Dr. Sh. Hamad bin Mohammed Al Khalifa, Deputy Chief of Public Security, where they were received by Her Excellency Ms. Ghada Hameed Habib, Ombudsman of the Independent Ombudsman Office and the office's Directors.

At the beginning of the meeting, the Ombudsman welcomed His Excellency the Director of Public Security of Jordan, on his first visit to the Ombudsman, by praising in this context the cooperation between both the Kingdom of Bahrain and the Kingdom of Jordan in various fields, for the benefit of the two brotherly countries and populaces.

The Ombudsman then gave a brief presentation to the visiting guest on the mechanism of work of the Ombudsman, as it is the first of its kind in the region with qualitative specialization with regard to the work of employees of the Ministry of Interior and its tasks in receiving complaints, gaining public confidence and promoting respect for human rights principles in police work, as well as its role in monitoring correction and rehabilitation centers, pretrial detention and detention.

During the meeting, the Ombudsman welcomed any effort that supports joint cooperation with other institutions in brotherly and friendly countries within the activities of exchanging experiences, training and identifying the latest practices applied in the work of law enforcement agencies and independent redress institutions, within the framework of respecting the rule of law, and enhancing integration with agencies and institutions operating within the criminal justice system.

# International Cooperation Development and Outreach

## International Cooperation With Gulf and Arab Institutions and Organizations

**Within the team's visit to Bahrain, The Ombudsman receives the Team of the Arab Human Rights Committee (Charter Committee) of the League of Arab States**



The Ombudsman received today a delegation that includes the team of the Arab Human Rights Committee (Charter Committee) of the League of Arab States, headed by His Excellency Counselor Jaber Saleh Al-Marri, Chairman of the Committee and several other members. This visit comes as part of the Committee's team's tour of the human rights in Bahrain within the framework of identifying the Kingdom's preparations to review its second international report submitted to the Committee, scheduled during April of this year.

The Arab Charter Committee team was received by Her Excellency Mrs. Ghada Hameed Habib, Ombudsman and Chairperson of the Prisoners Detainees Rights Commission, who welcomed at the beginning of the meeting the members of the visiting delegation, stressing the importance of this visit, is the first of its kind at this level from the Arab Human Rights Committee of the Independent Ombudsman Office, which is keen to build bridges of constructive communication with all regional and international bodies and institutions interested in human rights issues and the scopes of work of the ombudsman bodies. The delegation were briefed on the work of the Independent Ombudsman Office and its duties in receiving complaints, visiting reformation and rehabilitation, and detention centers, and the most important normative and legal references it follows in carrying out its duties. The delegation members were informed of the Independent Ombudsman Office work mechanism with regard to preparing reports directed to international standards and topics they include related to human rights issues.

The meeting also screened a documentary film on the work of the Independent Ombudsman Office since its inauguration, and the most prominent achievements of that period.

The meeting was also attended by Mr. Hamad Salman Taqi, Director of Monitoring Correction and Detention Centers Directorate, Shaikh Mohammed bin Ali Al Khalifa, Director of International Cooperation and Development Directorate, and a number of investigators from the Independent Ombudsman Office.

# International Cooperation Development and Outreach

## International Cooperation With Gulf and Arab Institutions and Organizations

**The Ombudsman briefs the  
Egyptian Attorney General on the functions of the Ombudsman**



Her Excellency Ms Ghada Humeed Habib, the ombudsman, received at the headquarters of the Ombudsman in Seef District, His Excellency Counselor Mr. Mohamed Shawky Ayad, Attorney General of the Arab Republic of Egypt and his accompanying delegation, on the occasion of his current visit to the Kingdom of Bahrain, where the Ombudsman welcomed the visiting delegation, and presented the competencies of the Independent Ombudsman Office, and its role in enhancing the guarantee of accountability, as well as its tasks in monitoring correction and rehabilitation centers, and touched on the most important data and statistics in the annual reports issued by the Office regarding the number of complaints and its outcomes, in addition to the mechanisms of work with other bodies and national redress mechanisms.

The Ombudsman praised the close cooperation and complementarity of roles between the Ombudsman, the Ministry of Interior, the Ministry of Justice and Islamic Affairs, the Public Prosecution, the Special Investigation Unit, and other concerned authorities, which contributes to the completion of tasks efficiently, effectively, and achieves the ultimate goal related to the promotion of human rights in accordance with the comprehensive vision and reform project of His Majesty the King.

During the meeting, a documentary film was shown on the history of the Independent Ombudsman Office since its inauguration and the most prominent achievements throughout the ten-year process. The Ombudsman assured His Excellency the Attorney General the Office's keenness on cooperation and continuous communication with officials, experts and diplomats from brotherly and friendly countries, who are interested in learning about its experience and seeks to promote values of human rights and humane treatment in its scope of work, given it is the first of its kind in the region, the role it plays well within the criminal justice system in the Kingdom of Bahrain, and the integration with other agencies in the Kingdom.

# International Cooperation Development and Outreach

## International Cooperation With Gulf and Arab Institutions and Organizations

**Kuwaiti Delegation Visits the Ombudsman and Briefed on its Legal Functions and Role in Serving the Public and Promoting Respect for Human Rights**



A delegation from the State of Kuwait, headed by HE Assistant Foreign Minister for Human Rights Affairs Sheikha Jawaher Ibrahim Duaij Al-Sabah, accompanied by a number of officials in several entities, visited the headquarters of the Independent Ombudsman Office in Seef District.

The delegation was received by Her Excellency Ms. Ghada Hamid Habib, the Ombudsman and Chairman of Prisoners Detainees Rights Commission, where she welcomed this visit, the first of its kind at this level, for a delegation from the State of Kuwait, presented the members of the visiting delegation an overview of the establishment of the Independent Ombudsman Office, its role in serving the public in its specific field of competence, as well as explaining the mechanism of the Office's work, its relationship with other agencies and institutions within the criminal justice system.

The Ombudsman reviewed with the delegation the most prominent legal and functional references on which the Independent Ombudsman Office in accordance with its jurisdiction, including the principles and standards issued in 2013 to visit reformation, rehabilitation and detention centers, the first of its kind in the Kingdom of Bahrain in line with the best internationally applied standards regarding the inspection of prisons, corrections and detention centers.

The Ombudsman, Chairman of the Prisoners Detainees Rights Commission, spoke with members of the visiting Kuwaiti delegation about the tasks of the Prisoners Detainees Rights Commission and the visits it has carried out since its first formation in 2014, which amounted to 26 public visits between announced and unannounced visits and the resulting professional reports on many recommendations that contributed in cooperation with the competent authorities to improving and developing living conditions and rehabilitation programs and community integration for categories of inmates and detainees.

During the meeting, the parties exchanged views on areas and means of joint cooperation between the Independent Ombudsman Office and the concerned authorities in the State of Kuwait, in order to achieve mutual benefit between the relevant agencies in the two countries, The members of the Kuwaiti delegation toured the headquarters of the Independent Ombudsman Office in where they observed different directorate and divisions and learned about the role and tasks of each.

# International Cooperation Development and Outreach

## International Cooperation International Memberships

Bahrain wins the Organization of  
Islamic Cooperation Ombudsman Association elections



For the first time, the Kingdom of Bahrain won the elections of the Board of Directors of the Member States of the Organization of Islamic Cooperation (OICOA) and obtained the status of a voting member.

This came after the election of Her Excellency Ms. Ghada Hameed Habib, the Ombudsman, for a seat on the Association's Board of Directors, which took place on the ninth meeting of the Board of Directors of the Association, which was recently held in Istanbul, Türkiye.

These elections were organized in the presence of all thirty-three countries taking part in the meeting and resulted in the Kingdom of Bahrain winning the membership of the Board of Directors alongside Türkiye, Pakistan, Morocco, Indonesia, Iran, and Azerbaijan.

On the sideline of these elections, the Board of Directors of the Association approved the proposal to host the next meeting in Pakistan to celebrate the 10th anniversary of its establishment in January 2024. It was also agreed on an initiative to launch a pioneering training and exchange of experiences program between the offices of the member ombudsmen of the association by focusing on the category of young employees to provide them with the necessary skills and experience in accordance with the international standards applied in the work of ombudsman offices.

On this occasion, Her Excellency Ms. Ghada Hameed Habib stressed that the Ombudsman since its establishment comprehends the importance of international cooperation programs and meaningful communication with international institutions related to its field; due to the fact that it has the standards of work that have developed in accordance with the latest practices and approaches applied in prestigious international institutions, especially since the standards related to the work of ombudsman offices are constantly evolving in order to respond to the challenges revealed by practical reality, and to benefit from the experiences of others while adhering to the legal and professional privacy of each institution working in the same field related to the conduct of members of law enforcement agencies and areas of control over prisons, correctional, and detention centers.

# International Cooperation Development and Outreach

## International Cooperation International Participation

**The first Arab country at the level of Asia, the Independent Ombudsman Office participates in the regional conference of Asian countries that are members of the International Institute of Ombudsmen**



A delegation from the Independent Ombudsman Office, headed by Her Excellency Mrs. Ghada Hamid Habib, Ombudsman, participated in the Regional Conference of Asian Member States of the International Ombudsman Institute (IOI), which was hosted by the Thai capital, Bangkok, from 9-13 July 2023 under the title “The Asian Ombudsman as a Mechanism for Promoting Fair Administration, Good Governance and the Rule of Law.”

The conference and its accompanying seminar were chaired by Mr. Somsak Suanswagarit, Asian Regional Director and Chief Ombudsman of Thailand, attended by Mr. Ajaz Ali Khan, Asian Regional Director and Chief Ombudsman of Sindh, Pakistan. The guest of honor was Mr. Chris Field, President of

the International Ombudsman Institute (IOI), moreover, attended by a large number of heads of Ombudsman offices in Asian countries.

The delegations of the Asian member institutions of the International Ombudsman Institute (IOI) met to exchange their knowledge and experiences, and to discuss ways to enhance the role and importance of Ombudsman institutions in the region. The attendees also discussed areas of cooperation such as training courses, seminars, academic cooperation, exchange of visits, ways to strengthen and enhance relations between Asian members of the International Ombudsman Institute (IOI). The conference also confirmed the readiness of Asian members to strengthen their relations with the rest of the other members of the International Ombudsman Institute (IOI) worldwide through various channels and means, including exchange of experiences, learning about best practices and technical knowledge, active participation in joint events, as well as working to enhance credibility and effectiveness of the Global Network of Ombudsmen, which operates at the international level. The attendees also agreed to support each other at the organizational and regional levels with the aim of enhancing regular participation between Asian members in various potential areas of cooperation.

On this occasion, Her Excellency Mrs. Ghada Hameed Habib, Ombudsman, stated participation in this important conference reflected the positive role played by the Independent Ombudsman Office in the Kingdom of Bahrain, within the International Ombudsman Institute system, and an indication of great appreciation it enjoys at the level of the (IOI) Institute and its regional groups. Furthermore, this participation achieved many benefits, including benefiting from expertise and development visions of mechanisms of the Ombudsman offices, learning experiences of others, in addition, contributing to strengthening the role of collective institutions that include Ombudsman offices in their membership at regional and international levels.

# International Cooperation Development and Outreach

## International Cooperation International Participation

### The Ombudswoman participates in Seventh joint dialogue with EU



The Ombudsman Ms. Ghada Hamid Habib participated in the Seventh Joint Dialogue with the European Union, as part of the Bahraini delegation led by Ambassador Dr. Yusuf Abdulkarim Buccheeri, the Director-General of Legal Affairs and Human Rights at the Ministry of Foreign Affairs.

The European Union (EU) delegation was led by Anna-Maria Panagiotakopoulou, Head of Arabian Peninsula and Iraq division in MENA department of European External Action Service (EAAS).

The meeting discussed means to further enhance joint work in the human rights field and reviewed the



achievements of the Ombudsman Office Prisoners and Detainees Rights Commission (PDRC) and the projects of the National Human Rights Plan (2022-2026).

The EU delegation commended Bahrain's achievements in human rights, tolerance, peaceful coexistence, combating trafficking, and enhancing women's role through equal opportunities in the society, noting its efforts in peaceful coexistence and combating trafficking in persons.

### The Independent Ombudsman Office Delegation participates in Regional Conference in the Kingdom of Morocco



A delegation from the Independent Ombudsman Office led by Mr. Abdel Rahman Ali Fares, Director of the Complaints Affairs Directorate, participated in a regional conference on sharing best practices and experiences in preventing torture in police custody in the Middle East and North Africa, held by the General Directorate for National Security (DGSN) of Morocco in collaboration with the Subcommittee on Prevention of Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (SPT).

Mr. Fares said the conference was an opportunity to showcase Bahrain's efforts to combat torture, particularly through independent national institutions such as the Ombudsman Office and the Prisoners and Detainees Rights Commission (PDRC).

# International Cooperation Development and Outreach

## International Cooperation International Participation

### The Ombudsman participates in the Grievances of OICA Member States" Meeting in Islamabad"



A delegation from the Independent Ombudsman Office, headed by Ms. Ghada Hameed Habib, the Ombudsman, participated in the activities of the tenth meeting of the Board of Directors of the Association of Ombudsmen of the Member States of the Organization of Islamic Cooperation (OICA), hosted in Islamabad, Pakistan.

The participation of the Independent Ombudsman Office in this international meeting, as a member of the Board of Directors of the Association, comes after its victory in the elections that took place last October in Istanbul, Turkey.

On this occasion, the Ombudsman stated that this meeting acquires great importance as it coincides with the celebration of the tenth anniversary of the Association's inauguration in 2014, and the importance of the topics on the agenda, and the fact that the Kingdom of Bahrain, represented by the Ombudsman, currently occupies a seat on the Board of Directors of the Association, which makes it an influential leadership position.

### The Independent Ombudsman Office participates in an Introductory Seminar regarding the latest and most Prominent Human Rights Achievements of Bahrain's Diplomatic Missions' Abroad

Her Excellency, Ms. Ghada Hameed Habib, Ombudsman, have participated in an introductory seminar via video conference, presenting the key mechanisms and human rights achievements in the Kingdom of Bahrain to their Excellencies heads of Diplomatic Missions, as well as diplomats working in Bahrain's missions abroad.

During the seminar, Her Excellency the Ombudsman highlighted the main competencies, and the dynamic roles conducted by the Independent Ombudsman



Office within the mechanisms of national redress for the purpose of respecting, promoting, and protecting human rights. Additionally, Her Excellency have also emphasized the recent achievements accomplished by the Independent Ombudsman Office.

# International Cooperation Development and Outreach

## International Cooperation International Participation

**The Independent Ombudsman Office participates  
in the discussion of the Second Periodic Report submitted to the  
Arab Charter on Human Rights Committee**



The Independent Ombudsman Office, represented by the Director of the Department of Monitoring Correction and Detention Centers, Mr. Hamad Salman Taqi, participated in the delegation of the Kingdom of Bahrain in the discussion of the Second Periodic Report submitted to the Arab Charter Committee on Human Rights, which began its work on Tuesday at the headquarters of the League of Arab States in Cairo. Foremost among them is the Ministry of Foreign Affairs.

This participation also complements the effective contribution of the Independent Ombudsman Office in its regard to the drafting of Bahrain's report to the Arab Committee, in which it addressed its role in promoting respect for human rights principles, its functions in receiving complaints and visiting reform, rehabilitation, and detention centres.

Last February, the Independent Ombudsman Office received a delegation from the Arab Human Rights Committee (Charter Committee) of the League of Arab States, headed by the Chairman of the Committee and a number of other members, during which the delegation was briefed on the achievements of human rights in the Kingdom of Bahrain and the role and tasks of the Independent Ombudsman Office and the Prisoners Detainees Rights Commission within the criminal justice system and independent national redress institutions.

# International Cooperation Development and Outreach

## International Cooperation Local Participation

**The Ombudsman receives the Director-General of Legal Affairs and Human Rights at the Ministry of Foreign Affairs, and the Head of the Human Rights Sector at the Ministry**



Her Excellency Ms. Ghada Hameed Habib, Ombudsman, met today in her office with Ambassador Dr. Yousef Abdul Karim Bujeeri, Director-General of Legal Affairs and Human Rights at the Ministry of Foreign Affairs, and Dr. Arwa Hassan Al Sayed, Head of the Human Rights Sector at the Ministry, in the presence of Shaikh Mohammed bin Ali Al Khalifa, Director of the International Cooperation and Development Directorate, and a number of members of the Ombudsman Office.

During the meeting, Ms. Ghada Hameed Habib praised the distinguished level of cooperation and joint coordination between the Independent Ombudsman Office and the Ministry of Foreign Affairs, especially in human rights issues and topics of mutual interest. Furthermore, the Ombudsman discussed with the visiting guests areas of cooperation between the Independent Ombudsman Office and the Ministry of Foreign Affairs during the coming period, to enhance continuous work between the two parties.

For their part, Ambassador Dr. Yousef Abdul Karim Bujeeri and Dr. Arwa Hassan Al-Sayed, Head of the Human Rights Sector at the Ministry, expressed their appreciation for the efforts of the Independent Ombudsman Office in the field of purposeful communication and support for efforts to enhance respect for human rights within the scope of its legal mandate, which serves the goals and objectives of the National Human Rights Plan in Bahrain (٢٠٢٢-٢٠٢٦), which was prepared and formulated by the Ministry of Foreign Affairs in cooperation with all relevant ministries, bodies and institutions in the Kingdom.

# International Cooperation Development and Outreach

## International Cooperation Local Participation

### The Ombudsman participates in the roundtable session



The Ministry of Foreign Affairs organized a round table entitled "Writing National Reports to International Mechanisms", within the activities of the Diplomatic Forum of the Kingdom of Bahrain.

Ms. Ghada Hameed Habib, the Ombudsman, and Chairman of Prisoners Detainees Rights Commission, said the Independent Ombudsman Office is an independent institution and the only one of its kind in the Arabian Gulf and the Middle East. Moreover, she confirmed the establishment



of such a human rights system reflects the Kingdom of Bahrain's approach to respecting and promoting human rights, as it is a unique and pioneering model in terms of its specific competence.

Her Excellency expressed her sincere thanks to the missions of the Kingdom of Bahrain abroad, which work closely with the Independent Ombudsman Office, both in coordinating to exchange visits and experiences with those concerned in these countries, circulating responses to various inquiries that reach the Kingdom of Bahrain in this regard.

### The Independent Ombudsman Office participates in a Workshop on Best Practices for Writing International Reports in the Field of Human Rights



In coordination with the Department of Legal Affairs and Human Rights at the Ministry of Foreign Affairs, several employees of the Directorate of International Cooperation and Development at the Independent Ombudsman Office attended a workshop on best practices for writing international reports in the field of human rights, which was organized by Sheffield Hallam University in Britain.

# International Cooperation Development and Outreach

## Resolute Activities Seminars

**the Independent Ombudsman Office" holds a seminar titled"**  
**(Human Rights Duties and Challenges)**



The Independent Ombudsman Office held an open dialogue seminar entitled (Promoting respect for Human Rights Duties and Challenges) on International Human Rights Day, which falls on the tenth of December every year, furthermore, this year commensurate the 70th anniversary of drafting the Universal Declaration of Human Rights.

The seminar was attended by participants who represents several parties, Ms. Ghada Hamid Habib, Ombudsman, Engineer Mr. Ali Ahmed Al-Darazi, Chairman of the National Institution for Human Rights, and Mr. Mohammed Khaled Al-Hazza, Head of the Special Investigation Unit.

The speakers discussed the process of human rights development in the Kingdom of Bahrain along integrated paths, including the establishment of national bodies concerned with the promotion of human rights with specific jurisdiction, reviewed aspects of cooperation between these agencies and institutions within the legal frameworks that govern its work.

The speakers also mentioned some of the challenges facing their work, including how to gain public trust, and spread a culture of respecting human rights, and its relations with civil society organizations.

The seminar showed a documentary about the work of The Independent Ombudsman Office, and another film on the role of the United Nations in drafting the Universal Declaration of Human Rights and its most important provisions.

Ms. Ghada Hameed Habib confirmed the purpose of holding this seminar is for the world to participate in the celebration on the anniversary of International Human Rights Day, through an open dialogue that includes cognitive and cultural content related to the topic of human rights, which is among the job missions performed by members of independent redress agencies and institutions in the service of the public and society.

# International Cooperation Development and Outreach

## Resolute Activities Awareness Lectures

**The Independent Ombudsman Office receives a delegation of new lawyers within the basic training program for new lawyers**



Within the framework of community partnership programs and in cooperation with the Institute of Judicial and Legal Studies, the Independent Ombudsman Office received at its headquarters in Seef District a number of new lawyers who are part of the Basic Training Program for New Lawyers (the fourteenth batch for the year 2023).

**The Independent Ombudsman Office receives a number of students from the diploma programs currently held at the Police Academy and holds an Introductory Lecture**

The Independent Ombudsman Office received a number of students from the diploma programs currently held at the Royal Police Academy at its headquarters in Seef District. This visit came to reflect the efforts to strengthen bonds of cooperation between the Independent Ombudsman Office and the Academy in areas of joint work, within plans to enhance educational programs received by students of the Associate Diploma Programs in Human Rights, and the Associate Diploma Program in Office Management.



**As a part of a series of lectures held at the headquarters of Mohammed bin Mubarak Academy for Diplomatic Studies**



The Independent Ombudsman Office held an introductory lecture on its role in promoting Human Rights values for the participants as part of the #Dhiyafa\_2024 program.

This lecture came in line to reflect the strength of cooperation between the Independent Ombudsman Office and the Ministry of Foreign Affairs in the areas of joint work.

# International Cooperation Development and Outreach

## Resolute Activities National and Sporting Events

### The Independent Ombudsman Office's Celebration of the Kingdom of Bahrain's National Day and the Accession Day



As part of the Kingdom of Bahrain's celebrations of its National Days and the anniversary of His Majesty the King's accession to the throne, the Independent Ombudsman Office organized a national celebration at its headquarters in Seef District. The event was attended by Her Excellency Mrs. Ghada Hameed Habib, the Ombudswoman, along with the directors and employees of the Office.

### The Independent Ombudsman Office and Prisoners Detainees Rights Commission participate in the activities of the Kingdom's Sports Day

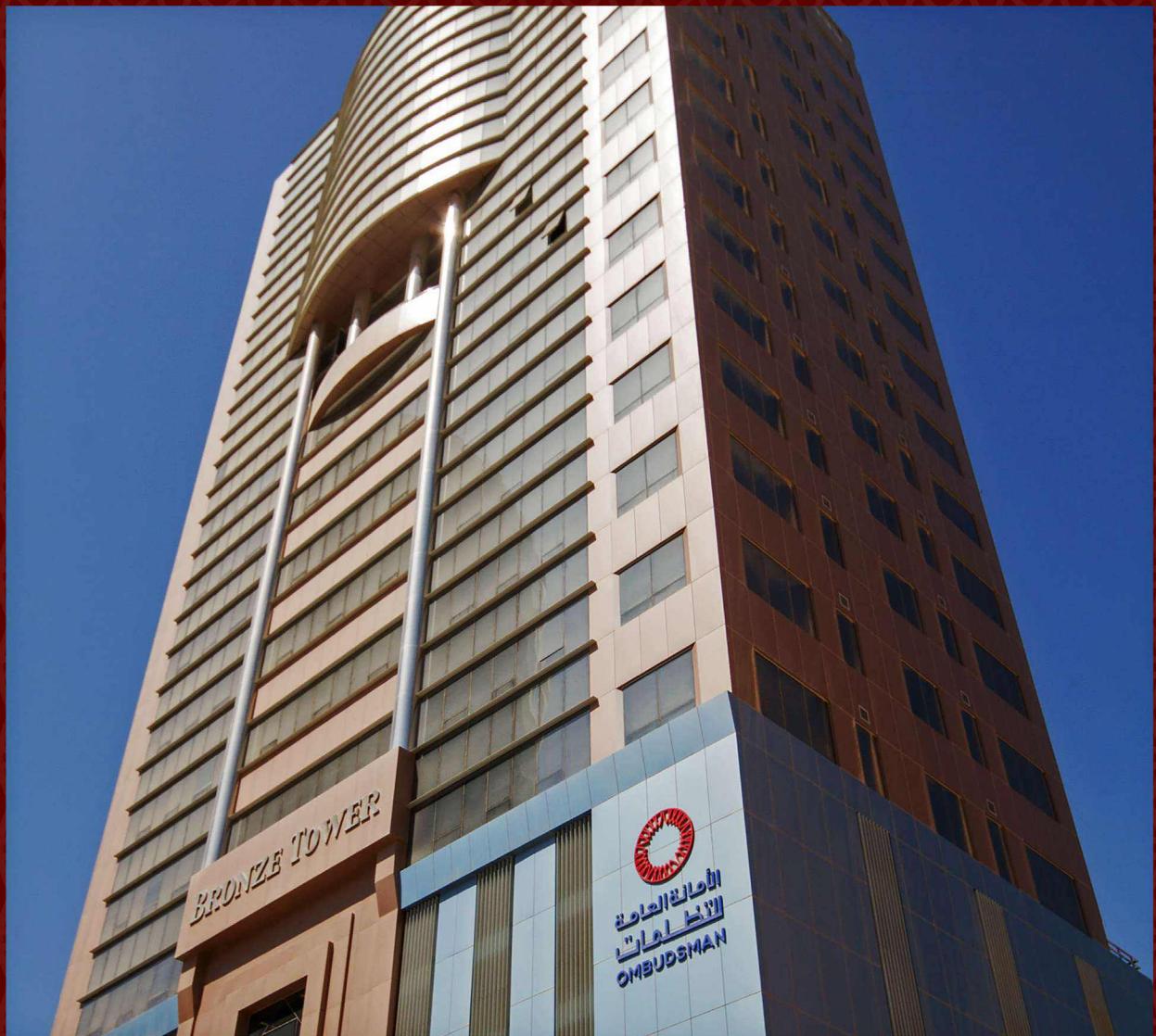


The Independent Ombudsman Office and Prisoners Detainees Rights Commission participated today, Thursday, in activities of the Kingdom's Sports Day, in implementation of the directives of the Cabinet to allocate half a working day in February as a national sports day celebrated annually in the Kingdom of Bahrain. The Independent Ombudsman Office and the Commission held sports and health activities within the day, these activities represented an opportunity to renew the vitality of the employees of the two parties, which will positively reflect on their performance. For her part, the Ombudsman and Head of the Prisoners Detainees Rights Commission, Her Excellency Ms. Ghada Hameed Habib, praised the organization of this sports day as an innovative health model, and indicates the extent of interest that sports enjoy in Bahrain at all levels, expressing her thanks and appreciation to the employees of the Office and the Commission for their efforts to make this distinguished event a success.

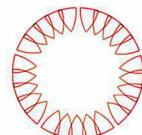


**Eleventh Annual Report**  
2023-2024





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