NEPAL POLICE (NP)

ISSUES FACED BY NP'S OFFICERS

The key issues identified were *lack of proper complaint receiving process, lack of scientific record-keeping, absence of community police coordination and a significant language barrier.* The causes of these issues were rooted *in the tedious complaint procedures, an ineffective periodic supervision and monitoring and a lack of realisation of police as service providers. Further causes consisted of a poor working environment, inadequate training, political influences and the mismanagement of social expectations*. Together, this has *increased the possibility for human rights abuse, resulted in few cases registered and degrading public-police relations.*

NP'S RESULTS

NP project led by DySP Hira Badhur Pandey

Project objective: Area Police Office (APO) Lahan will develop an effective and victim-friendly complaint receiving system for the better initiation of cases and investigation.

Key results: The project managed to establish an effective and friendly Citizen Help Desk with well-functioning work procedures, a mechanism of digitalisation for the complaints and available records and a feedback form for officers and service seekers. As a result, the number of complaints regarding criminal incidents has increased. Feedback from service seekers shows that the number of persons who were satisfied with the service and behaviour increased from 60 % to 80 % at the conclusion of the project. Service seekers felt that officers are now more efficient in handling casework. Feedback from the officers shows that, due to digitalisation, their stress levels have reduced despite the increase in number of complaints. Sixty percent of the officers felt confident that they could easily provide the service to the victims. Forty percent of the officers felt an increase in the trust from the public and that it helped them to provide a better service.

NP project led by Inspector Ganga Poudel

Project objective: Eastern Regional Police Office (ERPO) will establish effective complaint handling mechanisms.

Key results: The project developed three new types of complaints-filing mechanisms: an App, an official email address and complaint boxes in each of the five District Police Offices. Through a public consultation meeting and leaflets, the office gave the public information about complaint mechanisms and the police's complaint handling procedures. The App was the most popular mechanisms while no one used the complaint boxes. Due to the new mechanisms, the number of complaints filed increased and the office received 10-20 complaints every day. However, these complaints were only regarding crimes, not human rights violations.

RECOMMENDATIONS FOR NP TO TAKE FORWARD

Public feedback
- District Police Office should regulate the collection of feedback forms from the service seekers in APO Lahan in order to ensure continuity.
- Establish a feedback-collecting desk.

Apps
- The police headquarter should launch similar Apps to inform the public about the location of the nearest police unit and online complaint mechanisms for reporting criminal incidents.

Training
- Instil the theoretical subjects of human rights and coordination with citizens through the course of different trainings from Police Academy and Regional Training Centres.

Case handling
- The Human Rights Cell should receive and take action on complaints regarding human rights violations in coordination with the Crime Investigation Authority.

CONSOLIDATED RECOMMENDATIONS FOR ALL INSTITUTIONS

During a three-day learning workshop in August 2017, officers working within this theme developed joint learning points and key recommendations for their institutions.

Key learning points:

- Resource utilization: 1) Encourage ownership of projects and optimum utilization of available resources. 2) Deploy trained and skilled human resources.
- Documentation: Digitise and document of resources, update technology and the database.
- Public confidence: 1) Improve professionalism in our relationship with the public. 2) Enhance public confidence by encouraging community partnership. 3) Ensure the concept of 'human rights implicit in the behaviour' of every police personnel and every action is grounded in one's respect for the norms of human rights. 4) Develop positive attitudes and behaviour in the day-to-day functioning.

Key recommendations (in order of priority):

- Digitisation: Adopt systematised and digitalised complaint record systems in every case handling units within two fiscal years.
- Sensitization: Every police unit should organize a human rights sensitization training program at least once every three months.
- Language: Deploy native-speaking police personnel in their respective police units.
- Technology: Developed software and database.
- Monitoring and evaluation: Police Head Quarter should develop effective monitoring and evaluation systems that uphold professional standards and conducts.

LINKS TO INSTITUTIONAL COMMITMENTS

The Enhancing Good Governance and Human Rights (EGHR) project has developed a simple database linking the individual projects to the *Fourth National Plan of Actions on Human Rights*, the *Universal Periodic Review (accepted recommendations)* and the *Convention Against Torture (*the list of Issues prior to the III-V State report). Government agencies can use this database for implementation of plans, national and international human rights reporting, impact evaluation of their work and for planning of future work.

The Kathmandu Resolution on Prevention of Torture developed together with Government agencies under the EGHR project in 2015 made pledges to improve upon human rights protection. This is in accordance with the work done by the officers in the EGHR project.

THE KATHMANDU RESOLUTION ON PREVENTION OF TORTURE, 2015

Excerpt from relevant section of the resolution:

Resolution 9 requested government to promote an environment for the development of competent and human rights-compliant leaders within various organizations. This will help to bring required organizational changes for the human rights' protection and promotion in their respective security organizations, particularly to realize the goal of zero tolerance in matters of torture and other forms of gross human rights violations.