

NEPAL POLICE (NP)

ISSUES FACED BY NP'S OFFICERS

The major problems identified were a *lack of polite and appropriate behaviour by the police to service seekers, language barriers and frequent occurrences of the public bringing non-mandated issues to the police. Unprofessional behaviour and lack of diplomatic and interpersonal skills of police personnel were also issues mentioned.* The root causes were due to the *public not recognising police as service providers, the public's ignorance as to the roles and duties of the police, power imbalances, absence of a policy framework for the tourist polices' mandate, mismanagement of social expectations and inadequate training.* The resulting effects were *limited community-police interaction and coordination, resistance from the community in assisting with police investigations, negative public image of the police, and a withdrawal of cases due to language barrier and mishandling of cases.*

NP'S RESULTS

NP's project led by DySP Rameshwor Karki

Project objective: Police personnel from District Police Office (DPO) Dolakha will behave and treat drug abusers in a humane manner. The police will provide public awareness on the use of drugs and their ill-effects.

Key results: DPO Dolakha managed to decrease the number of young drug abusers in detention from 90 to 50 by the conclusion of the project. They achieved this result through several interventions: A one-day training to police personnel, another training for students and guardians at two different schools and a meditation programme. Pre- and post-questionnaires show that the programmes were effective in raising awareness and changing people's perception towards narcotic drug usage. After the project, drug use is more accepted as a disease rather than a criminal offence.

NP's project led by SP Om Bahadur Rana

Project objective: Human Rights Unit of DPO Udaypur will improve upon the public's trust and cooperation.

Key results: The project officially established a Human Rights Unit, an achievement in itself. In order to increase the public trust, the Human Rights Unit conducted five trainings for the public in different locations. The trainings focused on human rights, duties and service of the police and remedy mechanisms for human rights violations. They distributed 10,000 leaflets on complaint mechanisms for human rights violations by police. Notably, the DPO did not receive any complaints on human rights violations during the course of the project.

NP's project led by DySP Shekhar Khanal

Project objective: DPO Parbat will establish an effective service delivery through the Citizen Help Desk.

Key results: Prior to the project, cases handling was ineffective and communication was poor within the Citizen Help Desk. Through officer education on proper case handling, behaviour and communication and supplying the office with improved furniture, updated computers and phones, the project reformed the Citizen Help Desk. Additionally, the project developed a mandatory feedback form for the service seekers. The feedback is stored in an electronic database. The feedback confirmed that officers have changed their behaviour, improved their service and in general receive a more positive response from the public.

HIGHLIGHT: DySP Shekhar Khanal is continuing the project. He plans to conduct more trainings to monitor and supervise the Citizen Help Desk on a regular basis. He hopes to continue to use the feedback forms the service seekers to improve NP's services.

NP's project led by DySP Bir Bahadur Buda Magar

Project objective: DPO Kailali will offer friendly and cordial services through the Citizen Help Desk.

Key results: The project produced a 16.5 % increase in the number of service seekers, from 2,981 people during the month of Baishakh 2073 (April 2016), to 3,474 in Mangshir 2073 (November 2016). This highlights an improvement in the public-police relation and services offered by the Citizen Help Desk. This positive result can be attributed to the training of 16 officers from the Citizen Help Desk on human rights and human rights-friendly behaviour and communication. Additionally, through updating office equipment and collecting, digitalising and considering feedback from service seekers, the project improved the quality of services offered. The project developed a report based on major issues raised by the public, later using it to further improve its services.

NP's project led by SP Surendra Bahadur Gurung

Project objective: The DPO Tanahu will deliver human rights-friendly police service in order to improve the relationship between the police and public.

Key results: Before the project, there was a gap in the relationship between the police and the public in DPO Tanahu. To bridge this gap and build understanding and trust, the project developed seven awareness programmes in different locations and three radio programmes on the role and duty of the police. Based on the public's issues and grievances raised during seven public hearings, the project created a Standard Operation Procedure (SOP) for the establishment of the human rights-friendly Citizen Help Desk. Twenty-five officers were subsequently trained on the SOP.

NP's project led by DySP Sabin Pradhan

Project objective: The Metropolitan Traffic Police Division (MTPD) personnel will develop professional capacities and improve public-police relations.

Key results: The project created a series of initiatives for officers from MTPD. They offered training for 168 traffic police officers on professional and courteous guidelines to follow when responding to traffic violations and taught about the importance of interpersonal skills and the right against cruel, inhumane and degrading treatment. The project gave 184 traffic officers motivational sessions offered by prominent local personalities and the project generated new traffic awareness and road safety posters. As a result of the project, officers from MTPD treat the public in a more professional and friendly manner. This can be illustrated by the resulting decrease in complaints regarding poor behaviour of the traffic police officers.

NP's project led by Inspector Tulasa Khatiwada

Project objective: The project will enhance understanding and provide guidance to the Tourist Police on how human rights is relevant for their work.

Key results: The project clarified and helped define the Tourist Police's mandate and work procedures, as this was unclear prior to the project. The project codified this in a "Tourist Police Procedure on Tourist Incident" booklet with human rights-friendly work procedures. In total 35 Tourist Police officers from 12 different Tourist Police units received training on the booklet and human rights, diplomatic dealings and English language basics. Feedback from the officers showed that together, the booklet and training, built the capacity of the officers such that they are confident in their understanding the basic principles of the human rights and its importance in their work as Tourist Police.

NP's project led by Inspector Sanu Babu Bhandari

Project objective: Area Police Office (APO) Kalikasthan will promote human rights of the accused through educating both the public and the police.

Key results: The project collected data on the public's perception on the APO during a public training. Results showed that more than 70% believed that police officers often arrest individuals without probable cause or warrant and 85% felt that police officers use unnecessary force with suspects during interrogation. The APO managed to change this perception by conducting a stakeholder meeting and series of awareness programs where they gave information on arrest and detention procedures and expressed commitment to protection and promotion of human rights. The public is now willing to cooperate with the police. The project also developed a training module and conducted a course on basic human rights, the rights of detainees, and procedures of arrest and detention for police officers.

HIGHLIGHT: APO Kalikasthan is a unit under DPO Rasuwa. Following the success of this project, the DPO Rasuwa has now institutionalised the practice of conducting monthly public or community programs on different issues for all its units.

NP's project led by DySP Yadav Dhakal

Project objective: APO Chandranigahapur will reduce the language barrier between the police and public and increase public contact with police without elite mediation.

Key results: As a result of the project, people began to approach the police station with their grievances without the need for a mediator or supervising officer. This improved the relationship between the police and the public. Several initiatives created this result. APO translated the police charter, rules of procedures and display boards into the local language and displayed these in police units. The APO held awareness programmes in five VDCs and more than 500 people participated. By conducting the outreach programmes in the local language, the programmes were more inclusive and far-reaching, educating otherwise excluded participants on locally relevant crimes.

NP's project led by SSP Saurav Rana

Project objective: Traffic police officers from the East Region Traffic Police Office Sunsari will exhibit cruel-free, inhumane and degrading treatment-free behaviour at duty hour.

Key results: Before the project, the public complained about strict enforcement of rules and impolite behaviour of officers. Now, after the public was involved in monitoring the traffic police's work, they can distinguish between impolite, cruel, and inhumane behaviour and strict traffic rule enforcement. Additionally, the project painted crosswalks and helped to guide pedestrians on how to use them. The activity received news coverage and was highly successful, resulting in fewer confrontations between the public and the traffic police. It was praised in a public hearing.

NP's project led by SP Anurag Kumar Dwivedy

Project objective: The communication section of DPO Saptar will establish a voice logger system and enhanced accountability of the police personnel for both professional policing and human rights.

Key results: The DPO installed a voice logger system and closely monitored its use and effectiveness for two months. The monitoring report showed a decrease in rude behaviour from both the police and service seekers and a saw a nearly 10 to none decrease in complaints regarding rude behaviour of the police. The success was attributed to the introduction of the voice logger system that records phone conversations and subsequently holds the police and service seeker accountable. In addition, ten police officers received training on proper phone conversational skills, including making every caller aware that their call was being recorded. Steps taken in the project encouraged professional policing. During the training, an officer expressed that *"the use of this mechanism will promote humane behaviour between the police and the service seekers."*

RECOMMENDATIONS FOR NP TO TAKE FORWARD

Outreach Programs and initiatives

- Establish a Coordination Network for all of the APO comprising of local police personnel, civil society and media personnel.
- Assign the Coordination Network to arrange the training and monthly awareness campaigns on issues of police service, human rights and mechanisms to file complaints on human rights violation. This will make the police accessible to the local public and help build trust and cooperation with the public.
- Encourage the Central Department to take ownership, support and monitor public programmes.
- Utilise local-level stakeholders as focal persons for the public-police relation programmes.
- Conduct programmes in the native language.
- Conduct school awareness program on the role of police, involving the teachers and students in work with the traffic police.

Feedback from the public

- Ensure every DPO creates a feedback form for the service seekers and develops a digital database for recording purposes.

Offices and work environment

- Improve the working environment for police in order to gain better work performance.
- Install information boards and display boards describing the service of police and service-seeking procedures in the local language.

Training

- Focus on case-handling: Conduct regular training for officers in the Citizen Help Desk on good case-handling, behaviour and communication. The project demonstrated that training improves one's self-confidence in their ability to perform duties. This will lead to more professional policing.
- Incorporate language Sensitivity: NP Headquarter, in collaboration with Training Academy of NP should develop regular training related to language sensitivity and incorporate into the annual training calendar.

Job specialization

- Encourage knowledge transfer: Ministry of Home Affairs (MOHA) and NP Headquarter should maintain job specificity and ensure police personnel with the posting at the Citizen Help Desk remain in the same department during the time of transfer to allow for knowledge exchange.
- The Training Academy of NP should offer refresher training every year to all Citizen Help Desk officers.
- Generate updates: The Training Academy of NP should provide regular updates to the Citizen Help Desks and DPOs on national and international standards and legal frameworks.
- Offer new staff training courses: The Training Academy of NP and the Central Tourist Police Unit should extensively discuss and develop a plan to include separate human rights and diplomatic dealing courses for new staff entering into Tourist Police Units around the country.

Running and implementing a workstation project

- Support the idea of local police taking leadership in the design and implementation of projects for their own duty station. The following recommendations are offered to improve the successive and effective execution of the Enhancing Good Governance and Human Rights (EGHR) project:
 - Endorse: MoHA or the IGP Secretariat should officially endorse the workstation projects in order to generate institutional and project manager accountability.
 - Commit: Allow the project manager to complete her/his project when the project enters its implementation phase. Unless there arises an extreme situation to replace, do not.
 - Specify timelines: Clearly specify the timeframe for the overall program and each phase.
 - Provide feedback: Grant the project leader feedback on a quarterly basis. Form a joint team (including NP or the institution involved) to evaluate the project implementation.
 - Involve other actors: Involve the local municipality in the project to protect the developed infrastructure and foster awareness.

Regulation

- Utilise the booklet "Tourist Police Procedure for the Tourist Incident" during the drafting of Rules and Regulations of Tourist Police.
- Develop a Standard Operation Procedure or directives for the Tourist Police.

Evaluation of job performance

- Create a system of 'reward and reprimand' for staff through proper performance evaluations.

Voice logger system

- Continue to utilise the machine and encourage DPO Saptari to ensure its maintenance. Train new officers working as call receivers on how to operate machine, why and how it is helpful in for their job. Continue to monitor the results of the voice logger system.
- Expand the positive experiences from DPO Saptari to institutionalise the voice logger system in other police offices while simultaneously training officers on its use and importance.

MINISTRY OF FOREST AND SOIL CONSERVATION (MOFSC)

ISSUES FACED BY MOFSC'S OFFICERS

The major issues identified were an *absence of a common platform to bring user groups and law enforcement authorities together, inability to address law enforcement and human rights protection and lack of procedural knowledge on filing human right violation complaints*. The main causes were identified as *lack of knowledge about human rights, human rights issues between the public and forest officials and public and User Group ignorance regarding their own and forest officers' responsibilities, laws, rules and regulations*. The resulting effects were often *human rights violations and conflicts*.

MOFSC'S RESULTS

[Department of National Park and Wildlife Conservation's \(DNPWC\) project led by Assistant Forest Officer Rakesh Ranjan Das](#)

Project objective: Forest officials and user groups will be aware about their rights and responsibilities regarding laws regulating forests, potential issues of human rights violation and remedial mechanisms.

Key results: Around 10,000 people received basic information on forest officials and user groups' rights and responsibilities, human rights issues in the forest sector and remedy mechanisms. The project developed a documentary that was televised and later shared via Youtube and social media platforms. All 74 District Forest Offices (DFO) also received several DVD copies. Forest officials have given positive feedback regarding the quality of the video.

[DoPWC's project led by Warden Ramdew Chaudhary](#)

Project objective: Shey Phoksundo National Park (SPNP) will form a Resource Committee that is able to receive and address issues of law enforcement and human rights protection in SPNP.

Key results: The SPNP managed to establish a permanent Resource Committee with four representatives from each of the three stakeholders: park officials, security officials (the Army) and Community User Groups. The Committee is able to receive and handle issues of law enforcement and human rights protection in SPNP. Following this, a Resource Centre was established.

RECOMMENDATIONS FOR MOFSC TO TAKE FORWARD

- Sanction the documentary: DNPWC and Central Training Centre should adopt the documentary as a resource material.
- Establish a committee: Form a more comprehensive committee comprising of different stakeholder responsible for the protection of human rights in SPNP.
- Replicate the Resource Committee: Extend the formation of a permanent Resource Committee, as established in SPNP, to other National Parks and Wild Life Reserves.

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

- Public confidence: Maintaining public relations is key to winning public trust.
- Ownership of program is essential for sustainability of the project activities.
- Maintain professional and ethical relations with public.
- Law enforcement officers are human rights defenders.
- Proper collaboration is needed amongst all stakeholders.

Key recommendations (in order of priority)

- Good practice: Urge for ownership of projects that can be replicable.
- Build the capacity for all officer levels and encourage a professional working spirit between and among all officers.
- Develop and implement directives.
- Monitor and evaluate continuously.

LINKS TO INSTITUTIONAL COMMITMENTS

The 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). The Government agencies can use the database for implementation of plans, national and international human rights reporting, impact evaluation of the 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 in accordance with the works done by the officers in the EGHR project.

THE KATHMANDU RESOLUTION ON PREVENTION OF TORTURE, 2015

Excerpts from relevant sections of the resolution:

Resolution 3: *“The participants of conference deeply realized the inadequate use of forensic science and technology within various organizations, and recommend the Government of Nepal for allocating adequate resources. To address this, the Government of Nepal should consider institutionalising the regular application of science and technology while also improving basic skills through training activities in the field of crime investigation and prosecution, so that the concerned professionals are not bound to secure confessions, which may turn into means of torture, cruel, inhumane or degrading treatments”.*

Resolution 5: *“The participants of conference also affirmed the need for establishing human rights units in all departments of the Ministry of Forest and Soil Conservation, and examine the current regulations concerning justice dispensation process by the departments under the ministry. The participants of conference also recommend for equipping the justice actors under the ministry with required forensic scientific and technological equipment and necessary continuous human rights training activities”.*

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