

Annual Project Progress Report

Project title: Strengthening the institutional capacity of the Ombudsperson's Office of Turkmenistan

Output ID: 00107768

Project ID: '00107467

Implementing partner: Ombudsperson's Office of Turkmenistan

Period covered in this report: 01.01.2022

Date of last Annual Report: 31.12. 2022

Date of the last Project Board meeting: 21.02.2022

Date of last Quality Assurance and rating: Design stage 2020; Overall rating: Needs Improvement; Decision: Approve with qualifications: The project has issues that must be addressed before the project document can be approved. Any management actions must be addressed in a timely manner.

October 26,2021. Decision: Continue as planned: The project is of sufficient quality to continue as planned. All management actions must be addressed in a timely manner.

Overall Rating	Highly Satisfactory
Strategic	Exemplary
Relevant	Exemplary
Principled	Highly Satisfactory
Management & Monitoring	Exemplary
Efficient	Exemplary
Effective	Highly Satisfactory
Sustainability & National Ownership	Satisfactory

1. Project Performance

Please state the expected Output of the Project, set indicators and corresponding CP Outcome (as per project document/AWP):

Project Output 1: The institutional capacity of the Ombudsperson's Office is strengthened.

Output indicators:

1.1 Draft Strategic Plan for Capacity Building of the Ombudsperson's Office;

1.2 The capacity of the staff of the Ombudsperson's Office has been enhanced in the area of grievance mechanisms in line with the Paris Principles.

1.3 Draft normative legal act to strengthen the institutions of the Ombudsperson's Office.

1.4 The capacity of the staff of the Ombudsperson's Office to monitor and evaluate the performance of national human rights institutions increased;

Output targets:

1.1. Draft Strategic Plan for Capacity Building of the Ombudsperson's Office developed

b) Were the indicators and output achieved? Yes No Partially

c) If no or partially, please explain why?

1.2. The capacity of the staff of the Ombudsperson's Office has been enhanced in the area of grievance mechanisms in line with the Paris Principles.

b) Were the indicators and output achieved? Yes No Partially

c) If no or partially, please explain why?

1.3. Draft normative legal act to strengthen the institutions of the Ombudsperson's Office.

b) Were the indicators and output achieved? Yes No Partially

c) If no or partially, please explain why?

1.4. The capacity of the 90% staff of the Ombudsperson's Office to monitor and evaluate the performance of national human rights institutions increased;

b) Were the indicators and output achieved? Yes No Partially

c) If no or partially, please explain why?

Project Output 2: Cooperation between the Ombudsperson's Office and law enforcement agencies has been strengthened by raising the awareness of law enforcement officials, especially bodies, judges carrying out investigative functions and functions for the execution of sentences and lawyers about the norms of international human rights law.

Output indicator

2.1. The number of representatives of law enforcement agencies, judges and lawyers who are aware of international norms and standards in the field of human rights and the activities of the Ombudsperson's Office.

Output targets:

2.1. 60 representatives of law enforcement agencies, judges and lawyers who are aware of international norms and standards in the field of human rights and the activities of the Ombudsperson's Office.

b) Were the indicators and output achieved? Yes No Partially

c) If no or partially, please explain why?

Project Output 3: The level of knowledge and awareness of the general population about human rights, functions and activities of the Ombudsperson's Office has been increased.

Output indicators

3.1 Number of civil servants, representatives of public organizations, students, population who participated in seminars and round tables on human rights and the activities of the Ombudsperson's Office, disaggregated by gender.

3.2 Number of information and educational materials on human rights disseminated.

Output targets:

3.1 60 civil servants, representatives of public organizations, students, population who participated in seminars and round tables on human rights and the activities of the Ombudsperson's Office, disaggregated by gender.

b) Were the indicators and output achieved? Yes No Partially

c) If no or partially, please explain why?

3.2 1000 copies of information and educational materials on human rights disseminated.

b) Were the indicators and output achieved? Yes No Partially

c) If no or partially, please explain why?

Only 100 copies of the Collection on Regulations for the Judiciary System, Law-enforcement Agencies and Lawyers on Human Rights Based approach were published.

2. Progress Reporting

Project Output 1: The institutional capacity of the Ombudsperson's Office is strengthened.

1.1. Draft Strategic Plan for Capacity Building of the Ombudsperson's Office developed

The main achievement of the project over the duration was the implementation of all outputs with maximum results to contribute to the overall goal - strengthened capacity of the Ombudsperson's Office in Turkmenistan.

The main achievement of the project was the delivery of Capacity Assessment (CA) of the Ombudsperson's office which was a five-step activity with challenges and achievements.

The organization of this five step exercise was led by this project with development of Action Plan and Budget with contribution of all three parties: APF, UNDP and OHCHR. Please find the final version of Action Plan with Budget here. <C:\Users\lachin.artykova\OneDrive - United Nations Development Programme\Desktop\UNDP\Capacity Assessment\Final versions of CA Action Plan and attachments\CA with budget>

On 26-28 July 2022: Preliminary Virtual Visit - the Second Stage of a five-stage exercise called the Capacity Assessment of the Ombudsperson's Office in Turkmenistan was delivered in a hybrid format. Findings of the Capacity Assessment of the Ombudsperson's Office in Turkmenistan served as a base for the development of the Strategic Plan of the Ombudsperson's Office in Turkmenistan.

The Capacity Assessment was carried out by a special team formed under the Tripartite Partnership¹. The special team consisted of the experts from the UNDP Regional Office, the UN OHCHR Regional Office, the National Human Rights Commission of Mongolia, and the Asia-Pacific Forum of National Human Rights Institutions (APF).

At the Preliminary virtual visit special team conducted separate briefing sessions on the Methodology, Concept Note and expected results to participants - deputies of Mejlis Milli Gengesh of Turkmenistan, representatives of the Supreme Court of Turkmenistan, Ministry of Adalat of Turkmenistan, Ministry of Internal Affairs of Turkmenistan, State Migration Office of Turkmenistan, Ombudsperson's Office of Turkmenistan, Institute of State, Law and Democracy of Turkmenistan, Ministry of Labor and Social Protection of Turkmenistan, Ministry of Education of Turkmenistan, Ministry of Health and Medical Industry of Turkmenistan, Local municipalities of Ashgabat city, Bar Associations of Ashgabat city and Akhal velayat, Women's Union of Turkmenistan, Youth Organization of Turkmenistan named after Magturmuguly, Red Crescent Society of Turkmenistan, "Yenme" Civil Society Organization, Blind and Deaf Society, "Keyik Okara" Civil Society Organization, Central Sport Club for people with disabilities.



Photo 1: CA mission in Turkmenistan

¹ Tripartite Partnership was signed among the Global Alliance of National Human Rights Institutions (GANHRI), UNDP, and the United Nations Office of the High Commissioner for Human Rights (OHCHR) in 2011 to amplify the potential of National Human Right Institutions.

On 4-13 October 2022, a Capacity Assessment of the Ombudsperson's Office of Turkmenistan was held at the invitation of the Ombudsman and in partnership with the Asia Pacific Forum of National Human Rights Institutions (APF), the United Nations Development Programme (UNDP) and the Office of the United Nations High Commissioner for Human Rights (OHCHR).

The Assessment was arranged by APF, OHCHR and UNDP under the framework of the Global Principles for Assessing the Capacity of National Human Rights Institutions (NHRIs) that was developed in 2011 by the Global Tripartite Partnership to Support National Human Rights Institutions comprised of the Global Alliance of National Human Rights Institutions (GANHRI), UNDP, and the OHCHR.

The purpose of the Capacity Assessment was to provide a thorough analysis of the current strengths and capacity gaps of the Ombudsperson's Office and recommend strategic priorities and actions to support it to fulfill its mandate to promote and protect human rights more effectively in line with the UN endorsed Paris Principles.

The Capacity Assessment team members consisted of representatives from the UNDP, OHCHR and the APF, including its member institution, the National Human Rights Commission of Mongolia. As part of the Assessment the team held interviews with representatives of the Halk Maslahaty of the Milli Gengesh, the Mejlis of the Milli Gengesh, the Supreme Court, the Ministry of Foreign Affairs, the Ministry of Adalat, the law-enforcement agencies, the Ombudsperson's Office, representatives of various government ministries, local municipalities, and public associations in Ashgabat city and in Akhal and Balkan regions.



Photo 2: CA mission with Ombudperson at the Office of Ombudsperson in Turkmenistan

Through research, interviews and a survey, the Capacity Assessment Team considered the mandate and functioning of the Ombudsperson, its current capacity and what it requires for its strengthening over the next 3-5 years.

The CA team delivered a report to the Ombudsperson with recommendations on strategic priorities and actions for her consideration.

<C:\Users\lachin.artykova\OneDrive - United Nations Development Programme\Desktop\UNDP\ARTICLES - COMMUNICATION\2022\OO\Media coverage - Capacity Assessment of the Ombudspersons Office of Turkmenistan .msg>

The CA mission of the Ombudsperson`s Office in Turkmenistan followed with the detailed description of challenges, and strategic recommendations with preliminary plan to overcome the challenges with well-planned steps for the consideration of the Ombudsperson`s Office in Turkmenistan.

The report developed as a result of two-week mission of the members of CA team that consisted of APF experts, independent member of APF, regional specialists of OHCHR and UNDP would be a helpful source for UNDP to further contribute to the development of Ombudsperson's Office by planning projects with tangible results.

The CA mission of Ombudsperson's office was the key achievement of the project as it will address the below issues of the Ombudsperson's office contributing to the implementation and promotion of human rights in Turkmenistan:

- Human rights mandate and adequate powers
- Effective organizational structure
- Long-term strategic direction
- Well developed and properly implemented policies, SOPs, guidelines and protocols
- Well qualified and well remunerated staff
- Proper involvement of staff in planning and decision-making
- Sufficient infrastructure and financial resources
- Use of relevant technologies and solutions
- Welcoming and accessible service to all the people
- Prompt, impartial and comprehensive complaints handling
- Addressing systemic issues of human rights violations
- Contribution to and promotion of human rights education, advocacy and awareness programmes
- Conducting human rights monitoring
- High quality legal and policy research and analysis
- Developing capacity to work on thematic human rights areas
- Trusted, respected, perceived as independent, responsive and credible institution
- Developing and maintaining effective relationships with domestic and international stakeholders and partners
- Enhancing capacity to engage with the global and regional human rights networks.

The Draft of the Final Report of the CA assessment mission was submitted for the consideration of the Ombudsperson's Office in November, 2022 for her input, comments and further decision to publicize it or not.

In the below link is the Executive Summary provided by CA mission to partners.

[C:\Users\lachin.artykova\OneDrive - United Nations Development Programme\Desktop\Draft Executive Summary to partners \(for CA recommendations\).docx](C:\Users\lachin.artykova\OneDrive - United Nations Development Programme\Desktop\Draft Executive Summary to partners (for CA recommendations).docx)

1.2. The capacity of the staff of the Ombudsperson's Office has been enhanced in the area of grievance mechanisms in line with the Paris Principles.

Ashgabat, 16-17 June 2022: The Ombudsperson's Office participated in a two-day online workshop entitled "Improving Grievance Handling Mechanism in Compliance with Paris Principles" with support of the UNDP in Turkmenistan. The workshop was conducted by international expert, Mr. George Tugushi, former Public Defender (Ombudsman) of Georgia.

During the workshop Mr. Tugushi presented the specifics, types and methods of handling grievances by discussing in detail the international best practices of the grievance handling process. Mr. Tugushi also

identified substantive aspects of the Law of Turkmenistan on Ombudsmen in terms of providing recommendations on making amendments and additions to it for strengthening the grievance handling mechanism. During the workshop participants discussed complaints-handling methods and types by developing internal regulations for receiving and considering complaints and conducting further trainings for the Ombudsperson`s office staff.

This workshop aimed at presenting the best foreign practices in building a grievance handling mechanism of the Ombudsperson`s Office in compliance with the Paris Principles will provide significant support to the Ombudsperson`s Office in filing an application for the accreditation with the Global Alliance of National Human Rights Institutions (GANHRI), as well as strengthen the process of handling grievances that reflects the needs, expectations and rights of complainants in Turkmenistan.

As a result of the workshop Mr. Tugushi provided significant recommendations for the consideration of the Ombudsperson`s Office in Turkmenistan.

In addition the expert provided the Draft of the Rules for consideration of cases by the Office of the Ombudsman of Turkmenistan <C:\Users\lachin.artykova\OneDrive - United Nations Development Programme\Desktop\Списки участников ОО 2022\Проект RU - рассмотрения дел.docx>

This Draft was successfully adopted by the Ombudsperson`s office and was in the package of documents submitted for the Capacity Assessment mission. This evidence is considered as an immediate result.

This important initiative was conducted with the financial support of the Government of Finland.



Photo 3: Staff of the Ombudsperson`s Office in Turkmenistan

 [improve grievance handling OO- 2022.docx](#) – links to media coverage of this activity.

1.3. Draft normative legal act to strengthen the institutions of the Ombudsperson`s Office.

As a result of the Activity described above in Result 1.2. the international expert provided the Draft of the Rules for consideration of cases by the Office of the Ombudsman of Turkmenistan.

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This Draft was successfully adopted by the Ombudsperson`s office and was in the package of documents submitted for the Capacity Assessment mission. This evidence is considered as an immediate result.

1.4. The capacity of the 90% staff of the Ombudsperson`s Office to monitor and evaluate the performance of national human rights institutions increased

During the reporting period this result was reached within below activities not reflected in the AWP of the project:

- 1) At the end of January 4-week training sessions were launched by the APF trainers for all NHRIs in the region. The training sessions were conducted in the learning mode with the assignments where every staff member of the Ombudsperson`s office registered on the website of the APF for this training with daily short lessons and assignments. 90% staff successfully participated at those trainings.

As a result of the training on 14-17 February 2022: The Office of Ombudsperson with the support of the UNDP in Turkmenistan actively participated in the series of online regional workshops on Accreditation by the Global Alliance of National Human Rights Institutions (GANHRI) in the framework of the newly launched 4-week Accreditation Program of Asian Pacific Forum of National Human Rights Institutions (APF). This annual program is aimed to support APF members and prospective members on engaging with the accreditation process by GANHRI.

The Program was designed to meet the following outcomes: increased familiarity among APF members of Sub-Committee on Accreditation procedures; increased confidence of participants to engage with the accreditation process; improved accreditation outcomes for prospective and existing members; facilitated knowledge exchange between APF members on GANHRI accreditation; streamlining of accreditation advice that APF provides to its members.

Along with the Ombudsperson`s Office in Turkmenistan the National Human Rights Institutions (NHRIs) of Indonesia, Philippines, Jordan, Thailand, Malaysia, New Zealand, India, and Australia participated in the series of this event. Participants presented their presentations, actively engaged in the online APF Community course group, participated in the live sessions with active engagement in the group discussions, completed required evaluation of the course, shared successful practice examples from their NHRIs.

APF is a key international partner in the process of developing the institutional capacity of the Office of the Ombudsperson in Turkmenistan for accreditation by the Global Alliance of National Human Rights Institutions (GANHRI).



Photo 4: Online regional workshops on Accreditation by the Global Alliance of National Human Rights Institutions (GANHRI)

 [4 week training sessions with APF.docx](#) - links on media coverage.

- 2) **Ashgabat, 14-15 September 2022:** The Office of Ombudsperson as an observer virtually participated at the 27th Annual General Meeting (AGM) of the Asia Pacific Forum of the National Human Rights Institutions with the support of the UNDP in Turkmenistan.

 [AGM APF - links on media coverage.docx](#)

The Annual General Meeting of the Asia Pacific Forum (APF) is a meeting of Councilors and APF members which serves as an opportunity to review the operation of the APF over the past year and go through several procedures, including the election of officers, the adoption of policies, and the approval of the annual audited accounts. It is also an opportunity to share knowledge and discuss matters of mutual interest between member institutions and to communicate with partners and other interested stakeholders.

Traditionally, Forum Councilors invite representatives of United Nations agencies, the Global Alliance of National Human Rights Institutions (GANHRI), national human rights institutions in the region which have applied or intend to apply for membership in the APF, and relevant stakeholders to attend sections of the meeting as observers.

APF is a key international partner in the process of developing the institutional capacity of the Office of the Ombudsperson in Turkmenistan for accreditation by the GANHRI. In 2023 the Office of Ombudsperson is planning to apply for accreditation by GANHRI with the support of the UNDP in Turkmenistan.

Project Output 2: Cooperation between the Ombudsperson's Office and law enforcement agencies has been strengthened by raising the awareness of law enforcement officials, especially bodies,

judges carrying out investigative functions and functions for the execution of sentences and lawyers about the norms of international human rights law.

2.1. More than 60 representatives of law enforcement agencies, judges and lawyers were trained who are aware of international norms and standards in the field of human rights and the activities of the Ombudsperson's Office.



Photo 5: Ashgabat, December 2, 2022. Workshop on the principles of cooperation of the Ombudsperson's Office with law-enforcement agencies.

On December 2, 2022, UNDP and the Ombudsperson's Office in Turkmenistan convened a workshop in a hybrid format on the principles of cooperation of the Ombudsperson's Office with law-enforcement agencies. The event gathered 78 representatives of the judicial system, Ministry of Justice, Ministry of Internal Affairs, Prosecutor's Office, other law enforcement agencies and Bar Associations from Akhal, Mary, Balkan, Dashoguz, Lebap velayats, and Ashgabat city.

The purpose of the workshop was to raise awareness about the cooperation of the Ombudsperson's Office in Turkmenistan with law enforcement agencies for the protection, observance, and promotion of human rights in Turkmenistan and to discuss furthermore effective interaction of the Ombudsperson's Office with the judiciary, law enforcement agencies, bar associations in compliance with Paris Principles.

International expert of UNDP Tomas Baranovas, national expert of UNDP and specialist from the Ombudsperson`s Office were the speakers of the workshop.

During the workshop the specialist of the Division on supervision over the penitentiary systems in Turkmenistan under the Ministry Internal Affairs of Turkmenistan said that the workshop and the discussions during the workshop made all participants to reconsider some internal regulations on development of integration of minimal standards on treatment of prisoners and level up some approaches to integrate them.

The workshop was dedicated to International Human Rights Day, annually celebrated by the international community on December 10th. During the workshop participant in Ashgabat received the Collection of International Principles on the Independence of the Judiciary, the Role of Lawyers and Law Enforcement Officials. Participant from velayats received the Collection via post.

 [Workshop with law-enforcement December 2.docx](#) - links to media coverage

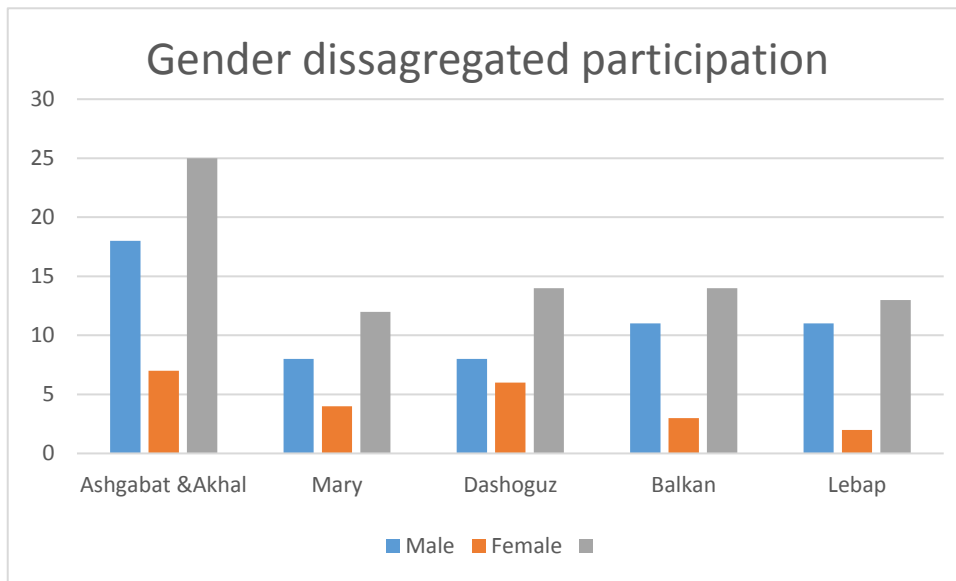


Chart 1: Gender disaggregated participation at the workshop on December 2, 2022.

Project Output 3: The level of knowledge and awareness of the general population about human rights, functions and activities of the Ombudsperson`s Office has been increased.

3.1. 60 civil servants, representatives of public organizations, students, population who participated in seminars and round tables on human rights and the activities of the Ombudsperson`s Office.

Ashgabat, 4 May 2022: UNDP and the Ombudsperson`s Office in Turkmenistan convened a workshop in a hybrid format on the activities of national human rights institutions in the preparation of reports on human rights. The event gathered 94 representatives of the Ministry of Justice, Ministry of Internal Affairs, Prosecutor`s Office, Judicial system, and other ministries and state agencies of Turkmenistan, as well as civil society organizations from Akhal, Mary, Balkan, Dashoguz, Lebap velayats, and Ashgabat city.

The purpose of the seminar was to raise awareness about the report of the Ombudsperson`s Office in Turkmenistan on human rights for 2021 and to discuss furthermore effective interaction of the Ombudsperson`s

Office with representatives of law enforcement agencies, the judiciary, various ministries, and departments, as well as public associations and civil society organizations in Turkmenistan. “I would especially like to emphasize that the human rights are at the center of attention of the United Nations, and the national human rights institutions are the key mechanisms through which human rights are promoted and respected,”- said Rovshen Nurmuhamedov, UNDP Assistant Resident Representative in Turkmenistan. In this way, the Ombudsperson`s Office in Turkmenistan acts as a bridge between civil society and the state, as well as between the national and international human rights mechanisms.



Photo 6: Ashgabat, May 4, 2022. Workshop on the on raising awareness about the activities of Ombudsperson`s Office in 2021.

[Workshop in velayats on Annual Reports and increasing level of awareness - May 4 -links on media coverage.docx](#)

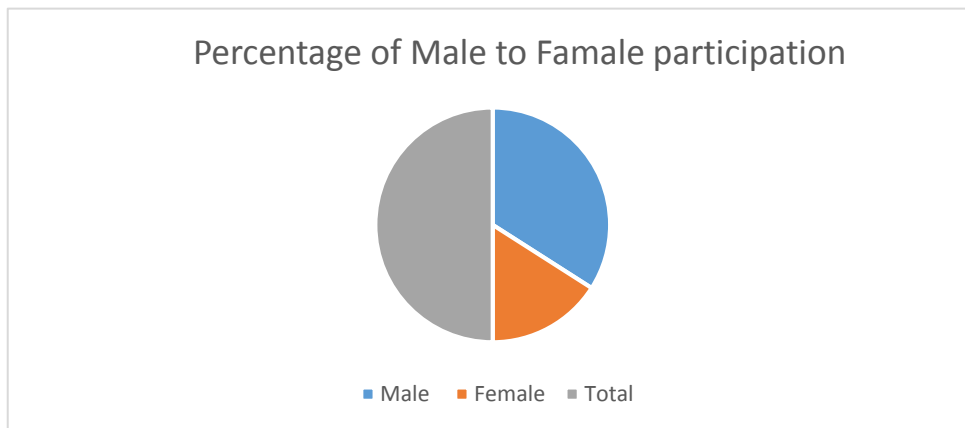


Chart 2: Gender disaggregated participation at the workshop on May 4, 2022.

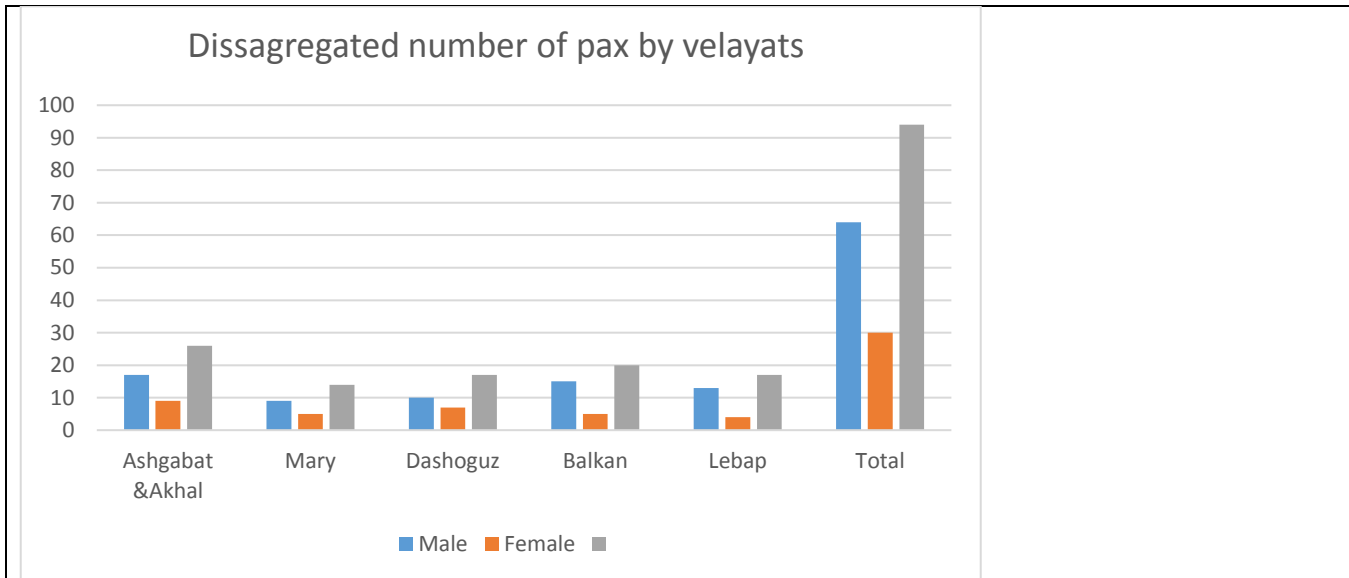


Chart 3: Gender disaggregated participation by velayats at the workshop on May 4, 2022.

3.2 1000 copies of information and educational materials on human rights disseminated.

During the reporting period only 100 copies of the Collection of International Principles on the Independence of the Judiciary, the Role of Lawyers and Law Enforcement Officials were published and disseminated to law enforcement agencies, judiciary system, human right information centers in velayats in Turkmenistan.

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Initiatives on Gender mainstreaming and cooperation with CSOs to strengthen gender mainstreaming in Turkmenistan.



Photo 7: Ashgabat, May 4, 2022. Workshop on the on raising awareness about the activities of Ombudsperson`s Office in 2021.

During the reporting period within the project activities and outside of project event the gender mainstreaming issues were considered in moderate level. Within the workshop in velayats for law-enforcement agencies the project included a session on gender mainstreaming.

On August 24, 2022 the society of the first women's Hackathon in Turkmenistan "DigiWomen STRIVE" conducted on August 12-15, 2022 with the support of UNDP in Turkmenistan, took part in the Launch of a regional platform called STEM4All. The event was held online.

STEM4All was created by UNDP and UNICEF to increase access and development opportunities for women and girls in the technology field. The platform provides free online courses and internship opportunities. This is a platform aimed at eliminating gender stereotypes in science, industry, engineering and mathematics, or STEM (science, technology, engineering, and mathematics)

[STEM4ALL - links to media coverage.docx](#)

During the reporting period project facilitated and contributed strongly to the development of project proposals of the CSO Yenme and CSO Keik Okara jointly with the participants of the Hackathon in Turkmenistan "DigiWomen STRIVE" on gender mainstreaming projects. The proposals were aimed for the call of the British Embassy in Ashgabat. The proposal of the CSO Keik Okara passed the second phase of selection.

In addition, the internal tools developed within the gender seal process were actively used in the development of the second phase of this project and mobilize donor fund for the second phase of the project.

Please summarize the main achievements during the project cycle:

1. Five step Capacity Assessment mission of the Ombudsperson`s Office was successfully conducted. As a result, the Draft Strategic Plan for Capacity Building of the Ombudsperson`s Office/Recommendation along with detailed report was submitted to the Ombudsperson`s Office in November 2022.
2. The capacity of the staff of the Ombudsperson`s Office has been enhanced in the area of grievance mechanisms in line with the Paris Principles. As a result of the planned workshop the international expert provided the Draft of the of the Rules for consideration of greiviances by the Office of the Ombudsman of Turkmenistan was successfully adopted by the Ombudsperson`s office and submitted in the package of documents for the Capacity Assessment mission. This evidence is considered as an immediate result.
3. The capacity of the 90% staff of the Ombudsperson`s Office to monitor and evaluate the performance of national human rights institutions increased as a result of participation at the 4-week training sessions with APF consultants.
4. 78 representatives of law enforcement agencies, judges and lawyers who are aware of international norms and standards in the field of human rights and the activities of the Ombudsperson`s Office.
5. 94 civil servants, representatives of public organizations, students, population who participated in seminars and round tables on human rights and the activities of the Ombudsperson`s Office, disaggregated by gender.
6. 100 copies of the Collection of International Principles on the Independence of the Judiciary, the Role of Lawyers and Law Enforcement Officials was published and disseminated.
7. Organized the participation of women's Hackathon in Turkmenistan "DigiWomen STRIVE" participants at the Launch of a regional platform called STEM4All. The event was held online.
8. Significantly contributed to facilitation and development of project proposals of the CSO Yenme and CSO Keik Okara jointly with the participants of the Hackathon in Turkmenistan "DigiWomen STRIVE" on gender mainstreaming projects.
9. Facilitated participation of Ombudswoman and OO personnel to key international events, including APF AGM, online regional workshops on Accreditation by the Global Alliance of National Human Rights Institutions (GANHRI) in the framework of the newly launched 4-week Accreditation Program of Asian Pacific Forum of National Human Rights Institutions (APF), preliminary visit of the Capacity Assessment of the Ombudsperson`s Office in Turkmenistan.

3. Project Risks and Issues

The project Risk Log is maintained throughout the project implementation to capture potential risks to the project and associated measures to mitigate

risk. The Project Manager shall maintain and update the Risk Log and ensure that risks are identified, communicated and managed effectively.

A number of potential risks are listed below.

Description of risk	Type and category	Risk management actions	Current situation
Challenges for the Ombudsperson's Office to take appropriate actions on key administrative /operational recommendations emanating from the Project, or to use all available administrative resources to ensure consistent and effective use of advanced programs and technologies.	External risk	During the implementation period the project team was advocating before Ombudsperson`s Office to take relevant actions to support the implementation of the project activities in time and with more efficient outcomes.	Completed
Understaffing.	External risk	During the implementation period, within the project activities national expert to support the work of Ombudsperson was hired with donor fund. Moreover, the project team was advocating the designation of the deputy of Ombudsperson and Ombudsperson`s representatives in velayats. In the development of the next phase of the project for 2023 establishment of regional offices of the Ombudsperson was planned.	Ongoing
Insufficient coordination between UNDP and the Ombudsperson's Office for the timely implementation of	Internal and external risk	During the implementation period the project team was sufficiently coordinating with national coordinator of the project via email, phone and official meetings as needed to	Completed

key Project activities.		ensure timely and sufficient communication and agreements at every step of project implementation.	
Limitations related to the COVID-19 pandemic.	External risk	During the implementation period the project was able to deliver activities in hybrid format considering limitations for travel to velayats. Project team was monitoring the situation with national partners on step by step removal of travel limitations related to COVID-19 to arrange the mission of the Capacity Assessment team to Turkmenistan.	Completed

4.Lessons learned and follow-up steps (if applicable)

Please provide the lessons learned and further steps after the project's closure.

The first CA mission and the report delivered as a result of the CA mission will catalyse the development of the capacity of the Ombudsperson`s office to be ready to file a Letter of Interest for accreditation by GANHRI in 2023. The report provided by CA mission to partners will serve a basis for the step-by-step development of the Ombudsperson`s Office and tangible joint projects of UNDP with Ombudsperson`s Office for the future years.

While accreditation process consists of several steps, it is crucial that UNDP ensures the continuous support to the Office of Ombudsperson not only in the initial stages but throughout the process. Thus, the second phase of the project for 2023 was designed and submitted to the Government of Turkmenistan for further signing with Ombudsperson`s Office in January 2023.

The previous project was not the real GEN2 project, therefore for the next phase project documents was enriched with gender mainstreaming approaches within the project goals, activities and results.

It is expected that the next phase of the project will not be delivered in hybrid format but will be implemented in full face to face mode to ensure the effectiveness of the project activities.


5.Transfer of Assets or other related matter

a) Please state on any past or future transfer of assets made within the project cycle (Attach list of equipment, cooperation frameworks with beneficiaries, etc.)

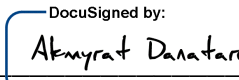
N/A

6. Financial management

Budget item	Total approved in 2022 (in USD)	Expenses + commitments	Budget utilization in % to planned
Component 1	36,102	32,780	91
Component 2	21,964	11,871	54
Component 3	20,500	1,667	10
Project management	18,400	21,622	118
Total delivery in 2022	96,966	67,940	70

Prepared by: Lachin Artykova **Project Manager** 

Date: 26/12/2022

Approved by:  **Portfolio Analyst**

Date: