
Final Project Review Guidelines
United Nations Development Programme



Turkmenistan



Turkmenistan

FINAL PROJECT REVIEW REPORT

2022

United Nations Development Programme

Turkmenistan

Strengthening the institutional capacity of the Ombudsperson's Office of Turkmenistan

Award ID: 00107467

Project Duration: 2021-2022

Extension(s):N\A

Implementing Partner: Ombudsperson`s Office in Turkmenistan

Total Budget: 177,296.94 USD

Donor Contribution¹: Finland Government - 24,799.07 USD

Canadian Government – 31,145.65 USD

UNDP TRAC Fund: 32,250 USD

Gov. TKM: 89,102.22 USD

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Date of Report: 01.06.2023

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¹ List all donor contributions

Strengthening the institutional capacity of the Ombudsperson's Office of Turkmenistan, Award ID 00107467; UNDP-Turkmenistan***Brief project description (possibly from Project Document):***

The main goal of the Project is the improvement of the system of protection, promotion and implementation of human rights in Turkmenistan by reforming national legislation in accordance with the human rights obligations of Turkmenistan international, as well as increasing the institutional capacity of the Ombudsperson's Office.

In particular, the Project will focus on strengthening the independent and effective functions of the Ombudsperson's Office in the protection of human rights in accordance with the Paris Principles.

During the implementation of the project, UNDP will closely collaborate and coordinate its work with the Office of the High Commissioner for Human Rights (OHCHR), the Global Alliance of National Human Rights Institutions (GANHRI) and regional networks of national human rights institutions. The project will contribute to the strengthening of existing national and international coordinating mechanisms in the area of human rights.

Turkmenistan took part in the dialogues on the Universal Periodic Review (UPR) and received a number of recommendations to improve the system of human rights protection. In order to implement recommendations to the UPR, the Interdepartmental Commission for Ensuring Compliance with Turkmenistan's International Commitments in the area of Human Rights and International Humanitarian Law developed the National Human Rights Action Plan of Turkmenistan for 2016-2020 (NHRAP), which was approved in 2016.

In order to create an independent human rights institution in accordance with the Paris Principles, the new edition of the Constitution of Turkmenistan (September 4, 2016) introduced the post of the Commissioner for Human Rights in Turkmenistan and established the procedure for his election. In November of the same year, Turkmenistan adopted the Law "On the Ombudsman", which defines the rights, duties, main directions and guarantees of the Ombudsman's activities and his powers. In March 2017, the Mejlis of Turkmenistan elected the Ombudsman for the first time in the country. According to the Law, the Ombudsman considers complaints about decisions or actions (inactions) of state authorities, local authorities and their officials that violate the rights, freedoms and legitimate interests of citizens of Turkmenistan and foreign citizens and stateless persons in the territory of Turkmenistan and has the right to conduct check those.

The Law provides a legal basis for the immunity and independence of the Ombudsman, who cannot be held criminally liable or administratively liable in court, detained, taken into custody, brought under arrest and subjected to personal search without the consent of the Parliament of Turkmenistan. The Ombudsman has the right to conduct inspections without prior notification of places of detention, request and receive necessary materials and information from organizations, regardless of their organizational form. The Ombudsman annually submits to the President of Turkmenistan for consideration a report on his activities and the situation in the field of human rights in the country and delivers this report to the Mejlis of Turkmenistan.

The main directions of the Ombudsman's activities are: to promote the development of international cooperation in the field of human rights, study and implementation of international standards, as well as the implementation of Turkmenistan's international obligations to protect human rights and freedoms and raise awareness of the population in the field of human rights.

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In order to assist the Ombudsperson's Office in the implementation of the Law of Turkmenistan "On the Ombudsman", the UN Development Program and the Ombudsperson's Office, jointly developed this Project on Strengthening the Institutional Capacity of the Ombudsperson's Office of Turkmenistan.

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ACRONYMS

NHRI – National Human Right Institutions

OO – Ombudsperson's Office in Turkmenistan

MoLSP - Ministry of Labor and Social Protection of Turkmenistan

MoE - Ministry of Education of Turkmenistan

APF - Asia-Pacific Forum of National Human Rights Institutions

GANHRI – Global Alliance of National Human Right Institutions

OHCHR - The Office of the High Commissioner for Human Rights

MFA - Ministry of Foreign Affairs of Turkmenistan

CA - Capacity Assessment

AWP – Annual Work Plan

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EXECUTIVE SUMMARY

Main achievements of the project based on the below results are:

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

The achievement of this Outcome is measured by the following indicators:

- 1.1 Draft roadmap for obtaining accreditation of the Ombudsperson's Office in GANHRI developed in 2021.
- 1.2 Draft Strategic Plan/Recommendation for the Capacity Building of the Ombudsperson's Office provided with the report of the Capacity Assessment mission of Ombudsperson's Office in Turkmenistan in 2022.
- 1.3 Draft normative legal act to strengthen the institutions of the Ombudsperson's Office is provided in 2021.
- 1.4 The capacity of the staff of the Ombudsperson's Office to monitor and evaluate the performance of national human rights institutions increased during the activities in 2021 and 2022.
- 1.5 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 within the framework of the workshop delivered with involvement of international expert in 2022 and series of activities delivered by the APF during 2021 and 2022.

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.

Within the framework of this Outcome, constructive cooperation between the Ombudsperson's Office and law enforcement agencies, bar associations and international human rights institutions was developed. The Ombudsperson's Office will be assisted in carrying out awareness-raising activities on international norms and standards in the field of human rights. As part of the Outcome, assistance can also be provided for the adaptation and implementation in Turkmenistan of the most effective international instruments in the field of human rights.

The achievement of this Outcome is measured by the following indicators:

- 2.1 Number of law enforcement officials, lawyers, judges who are aware of international norms and standards in the field of human rights and the activities of the Ombudsperson's Office, disaggregated by sex.
- 2.2 Number of relationships established with other international human rights institutions and the Ombudsperson's Office.

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.

One of the main functions of the Ombudsman is to promote legal education of citizens in the field of protection of human and civil rights and freedoms, forms and methods of their protection. Activities in this Component of the Project were aimed to raise awareness of the

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general public, and especially the most vulnerable groups of the population, through non-formal education, training and information activities. For coverage at the velayat level, the Project conduct trainings at the Human Rights Information Centers in velayats in hybrid format due to COVID-19 restriction that were in place in 2021 and in the beginning of 2022. The Project created necessary conditions for enhancing the interaction of the Ombudsperson's Office with the representatives of civil society who participated in the activities carried out within the framework of the Project.

Within the framework of this Component, information materials on human rights for distribution among the population and representatives of law-enforcement agencies and judiciary system were developed. Electronic version of the information materials and collection was sent to all participants via email. The hard copy of the publication and collection was disseminated among velayats and Ashgabat city representatives. In addition, electronic version of the information materials is uploaded to the web-site of the Ombudsperson's Office in Turkmenistan. https://ombudsman.gov.tm/doc/brochures/About%20Ombudsman_site_ver.pdf

The achievement of this Outcome is measured by the following indicators:

- 3.1 The number of civil servants, representatives of public organizations, students, the population who participated in seminars and round tables.
- 3.2 Quantity of information and educational materials on human rights disseminated.

Strengthening the institutional capacity of the Ombudsperson's Office of Turkmenistan, Award ID 00107467; UNDP-Turkmenistan**I. CONTEXT**

The overall goal of the project contributed to the implementation of the chapter 1 of the National Human Rights Action Plan for 2021-2025. The main goal of the Project as the improvement of the system of protection, promotion and implementation of human rights in Turkmenistan by reforming national legislation in accordance with the human rights obligations of Turkmenistan international, as well as increasing the institutional capacity of the Ombudsperson's Office.

In particular, the Project was focus on strengthening the independent and effective functions of the Ombudsperson's Office in the protection of human rights in accordance with the Paris Principles.

The project is contributing to outcome 1 of the SDCF UN-TKM 2021-2025):

By 2025, the population of Turkmenistan has access to a more efficient, innovative and transparent public administration system based on the rule of law, respect for human rights, gender equality and labor rights, and quality data.

The project was intended to contribute to the CPD output 1.3: Legislative and strategic framework, programs and their implementation improved in performance recommendations of the UN Mechanisms, including UPR, UN treaty bodies and Special Procedures involving civil society.

Within the project UNDP build sustainable cooperation with the OHCHR.

The main national partner of the project was Ombudsperson's Office in Turkmenistan. The main stakeholders of the project were Parliament of Turkmenistan, judiciary system, MFA of Turkmenistan, Ministry of Justice of Turkmenistan, law enforcement agencies, bar associations, line ministries and agencies.

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 project achieved all outputs listed in the executive summary. The detailed description of all activities will be followed as below in this chapter. 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 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.

This document developed as a result of two-week mission of the members of CA team consisted of APF experts, independent member of APF, regional specialists of OHCHR and

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UNDP will 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 will contribute to 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
- Policies, SOPs, guidelines and protocols
- Well qualified and well remunerated staff
- Involve staff in planning and decision-making
- Sufficient infrastructure and financial resources
- Uses relevant technologies and solutions
- Welcoming and accessible to all the people
- Prompt, impartial and comprehensive complaints handling
- Address systemic issues of human rights violations
- Human rights education, advocacy and awareness programmes
- Conduct human rights monitoring
- High quality legal and policy research and analysis
- Capacity to work on thematic human rights areas
- Is trusted, respected and perceived as independent, responsive and credible
- Develop and maintain effective relationships with domestic stakeholders
- Capacity to engage with the global and regional human rights networks

The main contributing factor to the project's progress was the dedication of the team and professional supervision of all activities of the projects.

The challenging factors in the implementation of the project were:

- to receive the approval of the government of Turkmenistan on the visit of CA mission.
- to persuade the Ombudsperson's Office to develop a video clip or any other visibility product based on the results of the project.
- to persuade the Ombudsperson's Office to develop a future project with two or more years focusing on tangible results based on recommendations of CA mission
- to mobilize the donor fund for the project.

The lessons learnt that will be implemented in the future project with Ombudsperson's Office are below:

- to deliver all activities in velayats in offline format considering ensuring to higher efficiency of the workshops
- to find out from other country office the list of pool of experts who works on human rights issues and projects with NHRIs.

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- to deliver all activities planned within future project from the gender lenses at every stage of implementation.

Furthermore, the brief content of each project will be described with general analysis of outcomes.

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II. PROJECT RESULTS SUMMARY

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

1.1 Roadmap for obtaining accreditation of the Ombudsperson's Office in GANHRI was developed.

On October 1-2, 2021, the workshop on "Roadmap for accreditation to the Global Alliance of National Human Rights Institutions (GANHRI)" was delivered for the Ombudsperson's Office (OO) of Turkmenistan in the online format with the involvement of Professor Alan Miller, former special envoy of GANHRI. Prof. Miller presented the specifics of the GANHRI accreditation process, offering guidance to prepare the country for application. During the workshop, the Ombudswoman and her staff were very actively asking all the questions concerning the NHRI in the process of accreditation.

As a result of the workshop, Prof. Miller prepared Roadmap for accreditation to the Global Alliance of National Human Rights Institutions (GANHRI) with Recommendations that were provided to the Ombudsperson's Office via NV № 588 dated 11.10.2021. The Roadmap states that the Ombudsperson Office shall file an application for GANHRI accreditation and clearly identifies the preparatory steps to be undertaken by the Ombudswoman to prepare for the Dialogue with SCA of GANHRI.

<https://turkmenportal.com/blog/40158/v-ashhabade-dlya-apparata-ombudsmena-prohodit-seminar-po-akkreditacii-ganpzu>

<https://turkmenistan.gov.tm/ru/post/57531/apparat-ombudsmena-turkmenistana-nameren-vstupit-v-globalnyj-alyans-nacionalnyh-pravozashchitnyh-institutov>

<https://ashgabat.in/2021/10/01/apparat-ombudsmena-razrabatyvaet-dorozhnyu-kartu-dlya-akkreditacii-globalnym-alyansom-nacionalnyh-pravozashhitnyh-institutov/>



1.2. The Draft normative legal act to strengthen the institutions of the Ombudsperson's Office developed.

The Recommendation on making amendments additions to the acting legislation of Turkmenistan to strengthen the Ombudsperson's Office work was developed by national expert Jumamyrat Gurbanov and provided to the Ombudsperson's Office in Turkmenistan for its further submission to the Parliament of Turkmenistan (Milli Gengesh). The Recommendations on making amendments and additions to the acting Law of Turkmenistan on Ombudsperson are briefly as below:

1. To the Article 10 of the above-mentioned law, recommended adding the clause on "conflict of interest "where the Ombudsman is obliged to report in the manner prescribed by decrees of the President of Turkmenistan about the cases of personal

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- interest in the performance of official duties, which leads or may lead to a conflict of interest, as well as take measures to prevent or resolve such a conflict,
2. To the Article 19 part 1 on Functions of Ombudsperson, recommended adding the clause "observance of the rights and freedoms of women, children and entrepreneurs", to the part 2 of the same article on investigation of complaints, recommended adding the clause "restoration of violated rights and freedoms of women, children, and entrepreneurs",
 3. To the Article 21 part 1, recommended adding the clause "The Ombudsman considers complaints about decisions or actions (inaction) of state authorities, local authorities, enterprises, institutions, and organizations, regardless of their organizational and legal forms and forms of ownership and their officials, violating the rights, freedoms and legitimate interests of citizens of Turkmenistan and those in the territory of Turkmenistan of foreign citizens and stateless persons, and has the right to conduct checks on them",
 4. To the Article 26, part 1, paragraph 2 recommended adding the clause that "the refusal to accept a complaint about consideration must be motivated. Refusal to accept a complaint about consideration is not subject to appeal",
 5. To the Article 26, part 1, paragraph 3 recommended adding the clause that "on the transferring of a complaint to a state body, local self-government body or an official, whose competence is to resolve the complaint on the merits."

1.3. The capacity of the 80% staff of the Ombudsperson's Office in the area of complaint mechanisms in line with the Paris Principles strengthened.

The capacity of the Ombudsperson's Office staff have strengthened as a result of below workshops:

- On March 24-25, 2021 the workshop on Facilitating the Office of the Ombudsman in the Accreditation Process in Compliance with Paris Principles was delivered for the Office of Ombudsperson's staff with involvement of APF experts. As a result of the workshop the legal mandate and practice of the Ombudsman to provide a preliminary assessment of compliance with the Paris Principles was reviewed. The legislative review was aimed to evaluate the compliance of the law of Turkmenistan on Ombudsman and other various sources of information as evidence of the institution's practice, including reports from the UN Human Rights Mechanism, NGOs and the Ombudsman's own annual report with the Paris Principles.

During the workshop, participants discussed the legal mandate of the Ombudsman, the election and appointment process, personal protection and privileges of the Ombudsman, general mandate, and the grievance function.

As a result of the workshop, Recommendations on making amendments and additions to the Law of Turkmenistan on Ombudsperson was developed and submitted to the Ombudsperson's Office.

- On March 18-19, 2021, online workshop on Human Rights Monitoring and Reporting in accordance with the Paris Principles and the UN Human Rights approach was conducted for the staff of Ombudsperson's Office in Turkmenistan. The workshop was intended for the Ombudsperson's Office and sought to provide an opportunity for staff members to further

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strengthen their capacities and skills in the area of monitoring and reporting on the human rights situation in the country.

The workshop covered topics such as the role of the NHRI in the protection and promotion of human rights, the implementation of the mandate of the Ombudsperson in line with Paris principles and other applicable international standards and understanding the different types of monitoring and reporting on them, as well as publishing annual and special reports, and recognizing the role of the NHRI in raising awareness to the general public on human rights. The training was delivered by the former Ombudsman of Georgia, international consultant George Tugushi who has significant experience in the capacity building of the Ombudsman institutions all over the world, including in Central Asia.

<https://turkmenportal.com/blog/35413/eksperty-atf-proveli-onlainseminar-dlya-apparata-ombudsmena-turkmenistana>

<https://ashgabat.in/2021/03/19/undp-improves-the-proficiency-of-the-ombudspersons-office-of-turkmenistan/>



1.4. 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.

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The Capacity Assessment was carried out by a special team formed under the Tripartite Partnership². 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 Magturmugly, 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.



In the photo the CA mission in Turkmenistan

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).

² 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.

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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.



In the photo the CA mission with Ombudsperson at the Office of Ombudsperson in Turkmenistan

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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.

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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)

1.5. 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.

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In the photo the staff of the Ombudsperson's Office in Turkmenistan

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

1.6. 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. [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.

1.7. 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:

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.

Strengthening the institutional capacity of the Ombudsperson's Office of Turkmenistan, Award ID 00107467; UNDP-Turkmenistan

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).



In the Photo participants of the 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.

Strengthening the institutional capacity of the Ombudsperson's Office of Turkmenistan, Award ID 00107467; UNDP-Turkmenistan

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 40 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.

As a result of the workshops on November 11-12, 2021, on International Practice and Norms of Interaction of National Human Rights Institutions with Law Enforcement Agencies, Bar Associations, and International Human Rights Institutions more than 20 representatives of the Parliament of Turkmenistan (Milli Gengesh and Mejlis), law-enforcement agencies, lawyers and staff of the Ombudsperson's Office were trained. During the workshop international expert Mr. Iiskola shared best international practices on the cooperation of the Ombudsman with law enforcement agencies in other countries based on specific cases. The discussed cases were aimed to demonstrate in detail the work of the Ombudsperson in other countries in investigations, visits, requests for material, instructions for expert research, and proposals to initiate (disciplinary or administrative or criminal proceedings) against an official who has violated human rights and freedoms. The cases discussed during the workshop were aimed to share international practices in applying Article 18 (1), in Chapter IV "Ombudsman's competence" in the Law on Ombudsman of Turkmenistan.

During the workshop participants also discussed the use of the Standard Minimum Rules (SMR) for the treatment of prisoners and investigations of inhuman or degrading treatment and the role of Ombudsperson in investigating the application of SMR in other countries.

Strengthening the institutional capacity of the Ombudsperson's Office of Turkmenistan, Award ID 00107467; UNDP-Turkmenistan

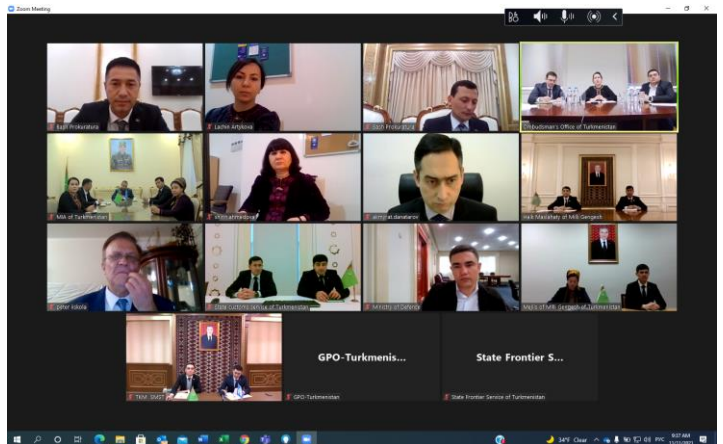
On November 18-19, 2021, more than 20 pax from Parliament (Milli Gengesh, Mejlis), judiciary system, lawyers discussed international best practices and norms of the interaction of National Human Rights Institutions with a judicial system. International expert Mr. Iiskola discussed with participants international cases on the application of Article 19 (2) of the Law of Turkmenistan on the Ombudsman in comparison with similar norms in other countries.

In consequence of two strategic workshops, Mr. Iiskola came up with significant recommendations on the further development of the Ombudsperson's work such as:

- the review of regulations, instructions, Codes of Conducts, Standard Operating Procedures (SOP), Ethical Norms, etc. of law-enforcement agencies to streamline them to be following the best international practices regarding fundamental civil and human rights reflected in international conventions and other principles and recommendations,
- to in future hand over such and similar cooperative duties to a possible Human Rights Centre (HRC) with mandate and function to carry out such activities,
- to consider establishing by law a Human Rights Centre (HRC), linked administratively with the Ombudsperson's Office, and the Human Rights Centre would have a Human Rights Delegation (or Steering Board) appointed by the Ombudsman and chaired by the director of HRC (see more details in a separate paper "HUMAN RIGHTS CENTRE – TURKMENISTAN") and other.

Recommendations will be sent to the Ombudsperson's Office via diplomatic channels to advocate consideration of the recommendations for further application.

<https://turkmenportal.com/blog/41429/v-turkmenistane-proveden-seminar-po-vzaimodeistviyu-nacionalnyh-pravozashchitnyh-struktur>
<https://turkmenistan.gov.tm/ru/post/58584/aparat-ombudsmena-turkmenistana-rasshryaet-sotrudnichestvo>
<https://www.instagram.com/p/CWK8nKgMa>
[Apparat Омбудсмeнa Туркменистана и ПРООН провели семинар » Новости Центральной Азии \(centralasia.news\)](#)
[UNDP Turkmenistan - Posts | Facebook](#)



Ashgabat, 10-11 May 2023: UNDP and the Ombudsperson's Office in Turkmenistan convened a workshop in a hybrid format on the "Best practices for human rights education in journalism. Cooperation of journalists with the Office of the Ombudsperson on the coverage of human rights issues in the Media".

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Participants of the workshop are working in groups to address hypothetical case studies on freedom of speech

The event was attended by representatives of the Office of the Ombudsperson of Turkmenistan, the Ministry of Culture of Turkmenistan, the journalists of the national newspapers, online news agencies, student journalists of the Institute of International Relations of the Ministry of Foreign Affairs of Turkmenistan and the International University for the Humanities and Development of Turkmenistan, as well as by representatives of public associations "Yenme", "Keik Okara" and the Society of Nature Protection of Turkmenistan.

The workshop was held with the participation of the UNDP international expert Ms. Stephanie Lemke, who introduced the participants to international and regional human rights protection systems and shared the experience of other countries in protecting the right to freedom of expression by the media, importance of The Paris Principles for journalists in covering human rights issues and cooperating with the Ombudsperson's Office in Turkmenistan, good examples of practice of cooperation of journalists with Ombudsperson's Offices from around the world.

During the two-day workshop, the participants also reviewed the principles relating to the status of national institutions for the promotion and protection of human rights (Paris Principles), their significance for journalists, as well as the role, responsibilities and the activities of the Ombudsperson's Office in Turkmenistan in working with journalists.

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.

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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

Strengthening the institutional capacity of the Ombudsperson's Office of Turkmenistan, Award ID 00107467; UNDP-Turkmenistan

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

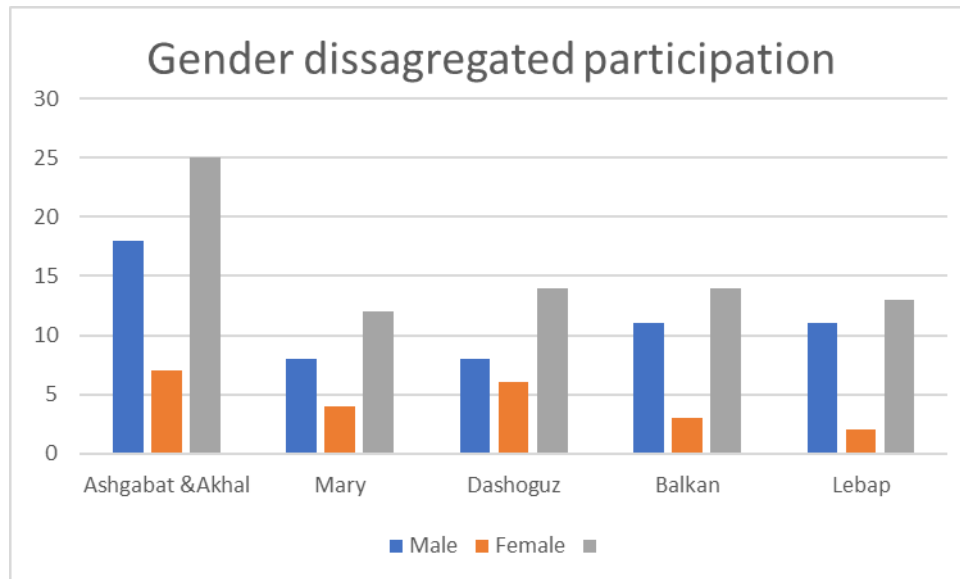


Chart 1: Gender disaggregated participation at the workshop on December 2, 2022.

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. 80 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.

On October 29, 2021, the workshop on the Role of Ombudsperson to ensure women's rights in Turkmenistan gathered 100 representatives of the Parliament of Turkmenistan (Milli Gengesh, Mejlis), law enforcement agencies, ministries, and agencies, CSOs of all five velayats, and Ashgabat city in a hybrid format in the Turkmen language.

The seminar was aimed at discussing the role of the Office of the Ombudsman in ensuring the protection of the rights of women, families, and children in Turkmenistan, the application of international standards in the activities of national human rights institutions with specialized responsibilities, as well as familiarization with international standards in ensuring the well-being of families.

Speakers of the workshop discussed with participants topical issues related to the rights of women in Turkmenistan and raised awareness about the active work of the Ombudsperson's office on investigation of grievances on violation of women's rights in Turkmenistan by government organizations.

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<https://turkmenportal.com/blog/40901/proveden-seminar-po-deyatelnosti-ombudsmena-v-obespechenii-prav-zhenshchin-v-turkmenistane>
<https://centralasia.news/12027-proon-i-apparat-ombudsmena-turkmenistana-proveli-seminar-po-gendernomu-ravenstvu.html>

https://sng.today/ashkhabad/19604-proon-v-turkmenistane-provel-vebinar-po-gendernomu-ravenstvu.html?utm_source=yxnews&utm_medium=desktop
<https://ashgabat.in/2021/10/29/deyatelnost-po-obespecheniyu-prav-zhenshchin-obsudili-v-turkmenistane/>

ПРООН и Аппарат Омбудсмана обсудили деятельность по обеспечению прав женщин в Туркменистане

- Adam hukuklarynyň Ähliumumy Jarnamasy
- Raýat we syýasy hukular baradaky halkara Şertnama we onuň Goşmaça Teswirnamalary
- Ykdysady, durmuş we medeni hukuklar baradaky halkara Şertnama we onuň Goşmaça Teswirnamasy
- Çaganyň hukuklary barada Konwensiýa we onuň Goşmaça Teswirnamasy
- Aýal-gyzlara garşy diskriminasiýanyň ähli görnüşlerini ýok etmek baradaky Konwensiýa we onuň Goşmaça Teswirnamasy

Maşgala abadançylygyny üpjün etmek baradaky esasy Halkara Konwensiýalar

5 GENE EQUALITY

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

1000 copies of Brochure on "A FEW WORDS ABOUT THE ACTIVITY OMBUDSMAN" was published and disseminated to government agencies, human right information centers in velayats, and civil society organizations of Turkmenistan.

3.3. 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 Nurmuhammedov, 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.

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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](#)

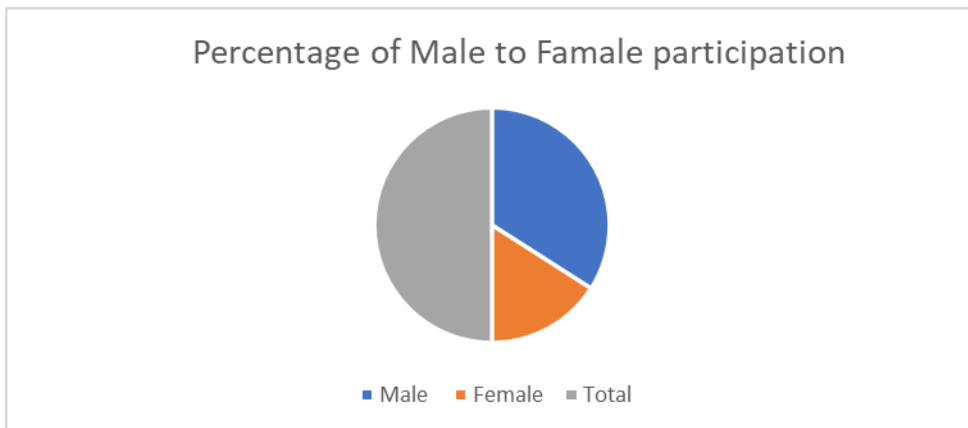


Chart 2: Gender disaggregated participation at the workshop on May 4, 2022.

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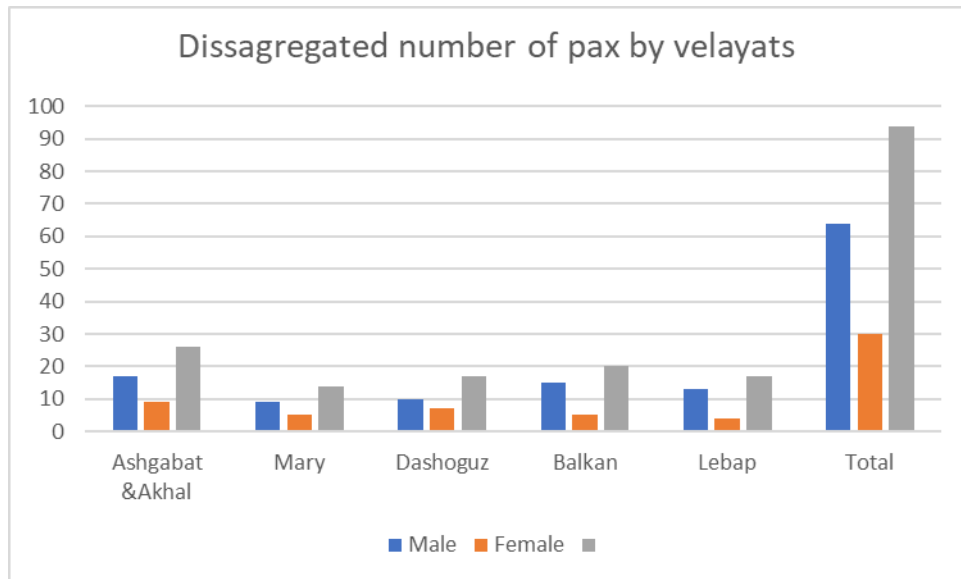


Chart 3: Gender disaggregated participation by velayats at the workshop on May 4, 2022.

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3.4. 1000 copies of information and educational materials on human rights disseminated.

During the reporting period only 1000 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.

<Programme\Desktop\Списки участников ОО 2022\RU Сборник кодексов.pdf>

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.

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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.

III. PERFORMANCE REVIEW

Main achievements during the project cycle:

1. Development of the Roadmap for the Office of Ombudsperson on GANHRI accreditation.
2. Development of Recommendation on cooperation of the Office of Ombudsperson with law-enforcement agencies, judiciary system, and Bar Associations of Turkmenistan.
3. Arrangement of the participation of the Ombudsperson's Office staff at the 26th Annual General Meeting (AGM) of the Asia Pacific Forum of National Human Rights Institutions (APF) and interactive dialogue held by APF with members of the United Nations Working Group on Discrimination Against Women and Girls on "Women and Girls' sexual and reproductive health rights in Crisis".
4. Arrangement of the participation of the Ombudsperson's Office staff at the two-day Virtual Meeting 2021 of TriPartite Partnership of UNDP, GANHRI, and OHCHR to Support National Human Rights Institutions (NHRIs) Annual Review and Partnership Platform. The annual TriPartite Partnership (TPP) meeting to support NHRIs aimed to foster closer collaboration between the UN system and NHRIs, their Regional Networks, and the Global Alliance of National Human Rights Institutions (GANHRI).

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5. 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.
6. 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 Rules for consideration of grievances 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.
7. 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.
8. 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.
9. 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.
10. 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.
11. 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.
12. 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.
13. 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.
14. Delivered a two-day workshop "Best practices for human rights education in journalism. Cooperation of journalists with the Office of the Ombudsperson on the coverage of human rights issues in the Media".

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

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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.

The activities delivered within the delivery of CA mission's assessments and its report directly contributes to the implementation of the Output 1 of National Human Rights Action Plan for 2021-2025.

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 that was signed in February 27, 2023 will be focused on supporting with preparation of the application and overall team for accreditation with GANHRI, and studying the establishment of National Preventive Mechanism in the format of Ombudsperson + Public Associations.

The previous project was not the real GEN2 project, and initiatives conducted to contribute to the STEM4 ALL campaigns and work on education of women and girls were very segmental approaches. Therefore, for the new phase project documents was enriched with gender mainstreaming approaches within the project goals, activities and results based on the recommendation of the CA team's report.

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.

PROGRESS REVIEW

All outputs of the project were delivered timely. This supported to build-up on the results achieved in the first phase of the project and sign the second phase of the project.

(i) Overall progress towards the CPAP outcome and output(s)

The output listed above, and activities delivered are directly related to the CPD Outcome: 1.3. Legislative and strategic framework, programs and their implementation improved in performance recommendations of the UN Mechanisms, including UPR, UN treaty bodies and Special Procedures involving civil society organizations.

As a result of implementation of the project, cooperation of Ombudsperson's Office with law-enforcement agencies of the country was strengthened. The report of the Ombudsperson indicated the increasing number of grievances of citizens from different regions of the country.

Moreover, Ombudsperson will strengthen its cooperation with CSOs in terms of activities delivered in 2021, 2022 and in terms of studying the establishment of National Preventive Mechanism in 2023 in the format Ombudsperson + Public Associations (CSOs) in Turkmenistan.

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Within the project UNDP developed recommendations on making amendments and additions to the Law of Turkmenistan on Ombudsperson.

All above listed results along with accreditation of Ombudsperson's office with GANHRI will directly contribute to the implementation of the recommendations of the UN Mechanisms, including UPR, UN treaty bodies.

IMPLEMENTATION STRATEGY REVIEW

(i) Sustainability

The effective implementation of the project created an opportunity to build-up on achieved results by developing the second phase of the project and ensuring its sustainability.

Based on the report with recommendations of the CA mission, the second phase of the project was developed and signed. The second phase of the project is fully aimed on achieving the results listed in the strategic recommendations. This approach created the sustainability of the project for future years to ensure achievement of the goals indicated in the strategic recommendations.

(ii) Participatory/consultative processes

The project is implemented in close collaboration with national partner of the project. The target group of the activities of the project were Parliament of Turkmenistan, law-enforcement agencies, line ministries and agencies, civil society organizations, judiciary, municipalities.

(i) Quality of partnerships

The partnership of UNDP and OHCHR within the Tripartite Partnership Agreement (GANHRI, UNDP, OHCHR) was profitable and the project was able to leverage about 4.5000 USD from OHCHR to pay the DSA of one of the CA team of APF and translation fee for the CA mission.

UNDP is planning to continue its collaboration with OHCHR on further supporting the accreditation of Ombudsperson's office in Turkmenistan with GANHRI.

In preparing for the 5 step CA mission of APF, UNDP was the main organizer, facilitator and responsible party for the overall mission. Within this process Project manager developed the joint Action Plan for all three parties with detailed step-by step description and budget to be expected from each party. This was one of the successful instruments which was later on used by other UNDP CO (such as

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Kazakhstan, Ukraine) and project team was happy to share its experience and tools that were effective during the process.

Moreover, UNDP facilitated the development and signing of Memorandum between Ombudsperson's office and APF in 2022.

(ii) National Ownership

The project was implemented in support to NIM modality with strong ownership of the national partner – Ombudsperson's office in Turkmenistan.

The programme was designed based on the national priorities and aimed to implement the National Human Rights Action Plan for 2021-2025 Chapter 1 – Strengthening the capacity of the Ombudsperson's Office with contribution of the government of Turkmenistan with 57.1% from total budget of the project. The achievements are that the Ombudsperson's office is strengthening its independence from the Government on conducting its functions according to the Law of Turkmenistan on Ombudsperson's Office. The accreditation of the Ombudsperson's Office will level-up the capacity of Ombudsperson's Office to implement its obligation in the country on monitoring and ensuring the implementation of human rights.

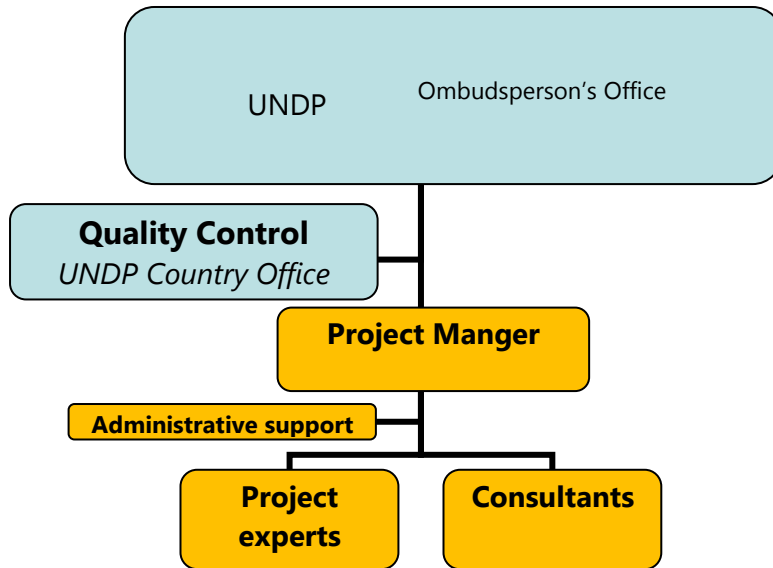
Ombudsperson's office will open departments in velayats of Ashgabat and increase the outreach to people in remote areas. The report of the CA team will be published in websites of UNDP and Ombudsperson's Office. The publication of the CA team report with strategic recommendation for improvement is a step forward in acknowledgment of the human rights issues and necessity to increase targeted work in this area.

MANAGEMENT EFFECTIVENESS REVIEW

This section assesses the effectiveness of the project management structure in terms of cost-effectiveness, timeliness, and quality of monitoring.

The project management structure is:

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The supervision of the project management by UNDP Program Analyst was delivered at the highest professional level considering the sensitivity of the project outputs, results and activities.

All activities were delivered on time with a result-based approach.

(i) Monitoring and Evaluation

The monitoring instruments such as ME Matrix tool and Monitoring framework used during the implementation of the project are below.

Monitoring data was collected according to the AWP, and by using Atlas-generated quarterly progress reports.

The project doesn't anticipate any project evaluation reports by international experts. The national coordinator of the project was working in close cooperation with the project manager to ensure the on time and result based implementation.

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Monitoring and Evaluation

I. MONITORING AND EVALUATION

The project followed its below Monitoring plan.

Monitoring activities	Objective	Periodicity	Expected action
Monitoring Activity	Purpose	Frequency	Expected Action
Track results progress	Progress data against the results indicators in the RRF will be collected and analysed to assess the progress of the project in achieving the agreed outputs.	Quarterly, or in the frequency required for each indicator.	Slower than expected progress will be addressed by project management.
Monitor and Manage Risk	Identify specific risks that may threaten achievement of intended results. Identify and monitor risk management actions using a risk log. This includes monitoring measures and plans that may have been required as per UNDP's Social and Environmental Standards. Audits will be conducted in accordance with UNDP's audit policy to manage financial risk.	Quarterly	Risks are identified by project management and actions are taken to manage risk. The risk log is actively maintained to keep track of identified risks and actions taken.
Learn	Knowledge, good practices and lessons will be captured regularly, as well as actively sourced from other projects and partners and integrated back into the project.	At least annually	Relevant lessons are captured by the project team and used to inform management decisions.
Annual Project Quality Assurance	The quality of the project will be assessed against UNDP's quality standards to identify project strengths and weaknesses and to inform management decision making to improve the project.	Annually	Areas of strength and weakness will be reviewed by project management and used to inform decisions to improve project performance.

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Review and Make Course Corrections	Internal review of data and evidence from all monitoring actions to inform decision making.	At least annually	Performance data, risks, lessons and quality will be discussed by the project board and used to make course corrections.
Project Report	A progress report will be presented to the Project Board and key stakeholders, consisting of progress data showing the results achieved against pre-defined annual targets at the output level, the annual project quality rating summary, an updated risk log with mitigation measures, and any evaluation or review reports prepared over the period.	Annually, and at the end of the project (final report)	
Project Review (Project Board)	The project's governance mechanism (i.e., project board) will hold regular project reviews to assess the performance of the project and review the Multi-Year Work Plan to ensure realistic budgeting over the life of the project. In the project's final year, the Project Board shall hold an end-of project review to capture lessons learned and discuss opportunities for scaling up and to socialize project results and lessons learned with relevant audiences.	Specify frequency (i.e., at least annually)	Any quality concerns or slower than expected progress should be discussed by the project board and management actions agreed to address the issues identified.

Strengthening the institutional capacity of the Ombudsperson's Office of Turkmenistan, Award ID 00107467; UNDP-Turkmenistan**(ii) Timely delivery of outputs**

Although, the Project implementation as a whole started later than expected because of the change of the project manager recruitment process as the previous manager moved to another position, UNDP managed to achieve all output targets as per the AWP. Moreover, the COVID -19 restrictions caused to deliver most of the activities in hybrid format. All outputs and targets were delivered on time one activity on with journalists on Best practices for human rights education in journalism. Cooperation of journalists with the Office of the Ombudsperson on the coverage of human rights issues in the Media and arrangement of the participation of the Ombudsperson and one of her senior specialists to the workshop on Accreditation to GANHRI, in Bangkok, Thailand in February, 2023.

(iii) Resource Allocation

The project was able to mobilize donor funds from Finland and Canadian governments. The funds mobilized from donors (indicated in the financial status) were fully utilized on time and all donor reports were submitted on time.

The detailed allocation of donor funds including the government of Turkmenistan fund and UNDP`s contribution is described in the financial status table

According to AWP for 2021 and 2022 the budget proportion of other project costs vs development activity costs is about 18.3% to 81.7%.

(iv) Cost-effective use of inputs

UNDP used in full the share of funds allocated from external donors and TRAC for the implementation of the programme activities as per the AWP. The portion left from the government of Turkmenistan is 3.2% from the total budget of the project to be used for the second phase of the project. The major expenses included contractual services of the international experts, national expert, learning activities (DSA of national trainers, trainees, catering, printing, translation of materials).

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IV. IMPLEMENTATION ISSUES

The risks and actions undertaken to address the risk or make it less impactful to achieve the result is described in detail in the Atlas.

RISKS:

Among the risks that may affect the achievement of the objectives of this Project, the most significant are:

- 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.
- Understaffing.
- Insufficient coordination between UNDP and the Ombudsperson's Office for the timely implementation of key Project activities.
- Limitations related to the COVID-19 pandemic.

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Financial Summary

Total Budget: 177,296.94 USD

Donor Contribution³: Finland Government - 24,799.07 USD

Canadian Government – 31,145.65 USD

UNDP TRAC Fund: 32,250 USD

Gov. TKM: 89,102.22 USD

Financial Overview

Finland Gov	24,799.07	24,799.07			24,799.07	
Canadian Gov	31,145.65	31,145.65			31,145.65	
Government of TKM	89,102.22	89,102.22			83,858	
ex. UNDP TRAC FUND	32,250	32,250			32,250	
TOTAL	177,296.94	177,296.94	-	#	172,052.94	-

Table 1: Financial overview for the whole duration of the project

³ List all donor contributions

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Financial Utilization

ex. Activity 2: [Cooperation of OO with law-enforcement agencies and judiciary system , Activity 2.1.-2.2]		
Component 1:		12,849.00
Activity 1 (Development of Roadmap for		
Component 4		16,144.65
ex. Activity 4: [Salaries]		2,152
		31,145.65
Component 4		
ex. Activity 1: [Salary of Project manager, Project Assistant, office rent, internet]		32,250
TRAC Fund		32,250
Component 1,2,3		
Activity 1 (CA mission of Ombudsperson's Office, workshop with Journalists, 1.2Conducting technical consultations with ATF experts on applying for accreditation to GANHRI.)		53,402
Activity 2 (Participation at international workshop on accreditation with GANHRI in Thailand)		15,000
Activity 3 (Workshops in velayats, development and printingbooklet)		20,700
Subtotal		89,102.22
		177,296.94

Table 2: Financial utilization by donor and activity *Note: All expenditure figures presented in this report are provisional. As per the cost-sharing agreement, UNDP Head Quarters provides donors with an annual certified financial statement on 30 June of every year.*