



Timor-Leste

PROJECT UPDATE
1st QUARTERLY REPORT 2014
(January-March 2014)

Human Rights Capacity Building of the
Provedoria for Human Rights and Justice

ACRONYMS AND ABBREVIATIONS

APF	Asia Pacific Forum of national human rights commission
CEDAW	Convention on the Elimination of All Forms of Discrimination against Women
CPD-RDTL	Popular Resistance Committee of Timor-Leste
DAP	Directorate of Public Assistance
DBG	Directorate for Good Governance
DDH	Directorate for Human Rights
DMA	Monitoring and Advocacy Department
HRC	UN's Human Rights Council
HRTJS	Human rights and Transitional Justice Section of UNMIT
HURITALK	United Nations human rights knowledge management forum
ICC	International Coordinating Committee of National Human Rights Institutions
Irish Aid	Government of Ireland's programme of assistance to developing countries
LTC	Legal Training Centre
KRM	Revolutionary Council of Maubere
NGO	Non Governmental Organization
NHRIs	National Human Rights Institutions
NZAID	New Zealand's International Aid & Development Agency
OHCHR	Office of the High Commissioner for Human Rights
PDHJ	Provedoria for Human Rights and Justice
PED	Promotion and Education Department
PMIS	Personnel Management Information System
PSC	Project Steering Committee
SEANF	South East Asia NHRIs Forum
UNDP	United Nations Development Programme
UNMIT	United Nations Integrated Mission to Timor-Leste
UPR	Universal Periodic Review (of the Human Rights Council)

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PROJECT DATA

Project Name	Capacity Development of the Provedoria for Human Rights and Justice
Project Number	00073841
Duration of the Project	5 years (2010-2014)
Allocated Budget in 2014	USD 611,918.58*
Sources of Funding for 2014	Government of New Zealand, OHCHR, SIDA and UNDP
Executing Agency	United Nations Development Programme
Direct Beneficiary	Provedoria for Human Rights and Justice

* The preliminary allocated budget is reflected in the approved annual work plan for 2014.

Overview and achievements of the 1st Quarter

This report provides a summary of the results and activities of the joint UNDP/OHCHR “Capacity Development of the Provedoria for Human Rights and Justice” project for the first quarter of 2014. This report is composed of a brief narrative of the main achievements obtained over the three months period outlined, using a results-based perspective. At the start of each output there is a results based-matrix which details the results of the Project in relation to identified targets from the 2014 Annual Work Plan along with a short summary of the main results obtained in relation to the output.

The Project aims to “improve the institutional capacity of the Provedoria for Human Rights and Justice (PDHJ) to serve the public and promote public institution’s actions in line with human rights principles and standards”². To achieve this objective, the project is designed to deliver three overall outputs:

- Output 1a: PDHJ staff are knowledgeable about human rights concepts and understand how these concepts are applied in their work;
- Output 1b: PDHJ has a workforce skilled enough to implement the institution’s Human Rights mandate including the ability to conduct legal analysis;
- Output 2: PDHJ has effective and efficient institutional structures and management systems;
- Output 3: PDHJ has effective information and knowledge management systems.

Project Annual Work Plan

The Project’s Annual Work Plan (AWP) for 2014 was agreed upon by the Office of the Provedor, UNDP and OHCHR during the first week of January. The AWP closely follows the Project’s successful capacity building strategies from 2013, particularly through outputs 2 and 3, while also aiming to implement a number of new actions based on recommendations from the mid-term evaluation mission that the Project underwent in 2013 including:

- Building human rights and good governance monitoring capacity during 2014 with the aim of ensuring that the PDHJ monitoring staff can produce reports based on quality analyses and recommendations by themselves by the end of the year;
- Support for the capacity development of staff in the new mediation and conciliation department;

² UNDP Timor-Leste, *Country Programme Action Plan 2009-2014 (extended to 2014)*, (Output 1.4)

- An increase in the number of public documents reporting on the PDHJ's recommendations;
- Effective integration of women and children's rights into the PDHJ's publicly distributed materials;
- The development of new internal systems including knowledge management systems, coordination system and the creation of a professional development policy and system.

Some specific results obtained by the PDHJ which is evidence of improved capacity to which the Project has provided support include:

- ***4 PDHJ Monitoring teams have begun writing their Monitoring Activity Proposals:*** Preliminary research has commenced around the topics of border security, maternal and reproductive health, use of state vehicles and the business licence application system, as per the first stage of the new monitoring system.
- ***PDHJ responds to urgent human rights issues:*** The urgent monitoring system has also been used for the first time. The system enabled the PDHJ to respond to monitor the State actions taken against two outlawed groups, Conselhu Revolusaun Maubere (KRM) and Conselhu Popular Demokratiku – Republika Demokratiku de Timor-Leste (CPD-RDTL).
- ***Inclusion of new human rights issues in the regional offices socialisation sessions,*** particularly discrimination, involuntary detention, access to justice, torture and ill-treatment and state interference in private residences. Issues relating to discrimination focused on gender based discrimination and discrimination against children based on their status. These topics have already been disseminated to 842 participants (289 women) in 11 socialisation sessions during the first quarter. This result has been achieved due to project training of 18 regional staff (7 women) in the four regional offices during the first quarter.
- ***60 job descriptions have been handed out to 96 staff who will write monthly reports based on these descriptions.*** The Project supported creation of job descriptions has been completed and the activity has been fully integrated into PDHJ processes. PDHJ management has also agreed that the annual staff evaluations will also be based on activities detailed in job descriptions.

Output 1: Overview of Results, Achievements and Challenges

Outputs

- PDHJ staff are knowledgeable about Human Rights concepts and understand how these concepts are applied in their work
- PDHJ has a workforce skilled enough to implement the Institution's Human Rights mandate, including the ability to conduct legal analysis.

AWP 2014 Targets:

(i) At least 50% of monitoring and investigation reports assessed as good in the areas of eviction, reproductive health rights, prison issues and migrant rights;

(ii) at least 25% increase in knowledge on human rights standards related to eviction, reproductive health rights, policing, right to food and child labour;

(iii) at least 4 PDHJ publicly distributed materials integrating effectively women's and/or children's rights.

AWP Indicators:

(i) % of quality monitoring and investigation reports by the PDHJ in the areas of eviction, reproductive health rights, policing, right to food and child labour;

(ii) Knowledge increase on human rights standard related to eviction, reproductive health rights, policing, right to food and child labour;

(iii) # of PDHJ publicly distributed materials integrating effectively women's and/or children's rights

Quarterly Progress:

10% increase in knowledge on human rights standards related to eviction, policing and child labour amongst regional office staff based on pre and post test results.

PDHJ's Strategic Plan, incorporating women's and children's rights distributed during one training, one workshop and one international conference.

Human Rights Handbook developed that incorporates women's and children's rights.

Monitoring and investigation progress will be reported in the 2nd quarter of the report.

1.1 Monitoring System

Following the Project's capacity development strategy, 5 trainings on the use of the Provedoria monitoring system framework been completed and the first, *pre-monitoring stage, of the system is being implemented* by human rights and good governance staff for the following areas: border security, access to maternal and reproductive health, the use of state assets and access to public services (business licensing procedure).

The Project provided technical support to PDHJ through the monitoring mentor in undertaking preliminary desk-based research on their subject areas and identifying

issues of concern and held consultation meetings with civil servants and civil society organisations.

After the Parliamentary resolution No 4/2014 a PDHJ monitoring team *implemented the new urgent monitoring system* for the first time to monitor PNTL and security forces' actions against the proscribed organisations, KRM and CPD-RDTL. With Project assistance, an urgent monitoring template and two questionnaires, one for community members affected by authorities and one for state authorities involved in the operation, were developed. The urgent monitoring was conducted for three reasons: to monitor security forces activities for human rights violations, to prevent any further violations from occurring and, finally, to conduct an advocacy campaign to ensure people affected by the operations were not unduly affected by the police operation.

The urgent monitoring activity was conducted through cooperative and participative approaches led by the PDHJ with technical assistance from UNDP Project. Monitoring activity reports will be completed and available for public access.

Another positive change is that the Monitoring Department staff increased their ability to conduct desk based research about potential monitoring topics and also increased their understanding of field monitoring methodologies as a result of two trainings on *Research Monitoring Methodologies and Introduction to Data Gathering Methodologies training provided by Project in January 2014*. The trainings on data gathering methodologies held for 25 staff members (17 men and 8 women). Pre and post test showed that the number of staff having good knowledge on the topic rose from 8 to 15 in the post test while a further 6 had some knowledge of the topic.

1.2 Trainings for Regional Offices

PDHJ regional officers underwent *human rights and good governance violations categories trainings* which have improved their ability to analyse these issues and to effectively cooperate with national office staff on complaints, case and monitoring activities. Project provided support to harmonise the system with the use of standard tools and procedures at national level as well as four regional offices in Baucau, Maliana, Oecusse and Same.

Trainings sessions provided to PDHJ staff included the use of the PDHJ's HR and GG manuals, factsheets and guidelines and also the substantive aspects of HR and GG issues and violations. Particular emphasis was placed on issues affecting women and children. During the training sessions, several case studies, presentations, simulations and exercises on relevant issues were carried out.

Results from the pre and post test undertaken by 18 staff members showed that the knowledge standard was already high but increased by 10% to 85%. The project is planning to follow up on these trainings through further mentoring trips to the regional offices to explain in depth the case management and monitoring systems.

1.3 Handbook on Human Rights standards and violations

During the reporting period, a Handbook on Human Rights Standards and Violations was at the final draft stage. The Handbook contains a simple explanation of human rights standards, based on national and international law, the identification of the obligations of the State regarding each of the standards and examples of violations of such obligations. Several discussions held with PDHJ staff on some of the standards which are most relevant to PDHJ work. Suggestions and Feedbacks from PDHJ staff to the drafts were reflected and incorporated in the draft for final approval of PDHJ.

1.4 Discussion Sessions

Project provided technical assistance in organising a discussion with the theme “***Does Timor-Leste need Obligatory Military Service?***” which was held on the 13th of February and widely participated by over 20 civil society organisations. The excerpt from the discussion was also played at local radio stations including interviews with PDHJ staff. It was agreed by members that a regular discussion sessions will be organised by PDHJ.

Output 2: Overview of Results, Achievements and Challenges

PDHJ has effective and efficient institutional structures and management systems

Annual Targets

- I. At least 50% of preventative activities in compliance with internal system, including activities dealing with eviction, reproductive health rights, policing and prison areas and migrants rights
- II. PDHJ professional development policy and policy implementation tools approved
- III. Improved technical mentoring/supervisory capacity of PDHJ programme managers
- IV. At least 3 PDHJ public documents reporting on the implementation of PDHJ recommendations

Relevant Annual Indicators

- Number of prevention activities in overall compliance with internal system
- PDHJ approval of professional development policy and relevant tools
- Increase in the number of technical mentoring support provided
- Number of public documents reporting on the implementation of PDHJ recommendations

Quarterly Progress

- 1/1 Urgent Monitoring prevention activity in compliance with internal system,
- Two guidelines approved by PDHJ, 4 SOPs waiting for Provedor's approval
- 5 incidences of technical support provided by Project to PDHJ management – support using the communications system, support to DG regarding funding applications, assisted DH in the use of Urgent Monitoring system, supported Good Governance on the presentation to Asian Ombudsman Association and to Human Rights on the Presentation to SEANF technical working group meeting.

2.1 Mediation and Conciliation and Recommendations Follow-Up Departments

The Mediation and Conciliation Department (MCD) has been fully operational since the end of February 2014. The Project provided technical assistance through developing a capacity building strategy to help the newly established department. The capacity building strategy for MCD include the development of mediation and conciliation templates, workshops on internal systems and procedures, training for heads of departments and the development of a guidance manual for staff. At the time of reporting, two operational guidelines on mediation and conciliation internal system procedure and case and complaints management system procedures were drafted, discussed and approved by the Head of Department.

Recommendations Follow-up Department

The Recommendations Follow-up Department, consisting of the Department Chief and the Recommendations Follow-up Officer, has been fully operational since the end of February. Similarly to MCM, the Project assisted this department with the creation of a capacity building strategy which included the following activities:

- 2 training sessions held on systems regarding the implementation of recommendations held on 27 February and 10 March 2014.
- 1 guideline on recommendations system and internal procedures
- 5 templates drafted, including templates of internal documents and communication with relevant entities.
- 1 guideline document on the type and nature of recommendations

2.2 Job Descriptions for all staff

61 job descriptions were developed by the Project and distributed for all staff positions including director general, national director, department chiefs, technical officers and administrative staff on February 25, 2014. The objective of the job descriptions is to guide PDHJ staff in their daily duties and responsibilities and to show them how to efficiently deliver the expected outputs based on the PDHJ's annual plan. Each description has detailed terms of reference for the job, criteria through which to work and the expected annual work outputs and deliverables.

The job descriptions are now serving as a guide to the PDHJ Human Resource Department on how to develop terms of reference for future recruitment activities. In addition, the human resources department has the new role of overseeing the implementation of every job description, specifically to oversee whether output targets have been met. In order to assist this task the Project is *developing a performance evaluation system* based on communications between those responsible for evaluating staff on their outputs, the directors and department chiefs, and the Human Resources Department

2.3 SAP's for Human Resources Department

The Project assisted the Human Resources Department in the development of 2 standard administrative procedures (SAP). The first SAP, *Nomination of Staff to Participate in Courses or Trainings*, focuses on how to nominate staff members to participate in trainings based on the relevant criteria. The purpose of the SAP is to ensure that staff will work towards improving their knowledge and language skills. It is also hoped that the new nomination system will motivate staff to improve their performance and to ensure that staff members get equal opportunity in the nomination process.

The *Employee Leave SAP* was developed in order to regulate the leave request system in the PDHJ. This SAP includes procedures on annual leave, maternity leave, paternity leave and sick leave. The objective of this leave system is to provide information to staff regarding the provisions and requirements before and after granting leave approval. One example is that, in the case of annual leave, this SAP

explains the procedure that department chiefs must follow when scheduling a staff member's annual leave and have better coordination in relations to the work and priorities of the institution. Provisions provided in this SAP are in line with the Civil Service Commissions decree law.

2.4 Communications System

The Project provided assistance to the Human Resources Department of the PDHJ to develop a *correspondence system*. The correspondence system aims to provide clear communication channels within PDHJ in relation to all incoming and outgoing letters. The correspondence system includes standard letterhead, email and memo templates and an archiving system. At the time of reporting, the human resources officer of the project is providing mentoring to relevant PDHJ staff on how to use the correspondence system effectively to improve the communications system within PDHJ. The impact of the changes will be reported in the next quarter.

2.5 E-CMS

The Project resolved technical issues pertaining to the electronic case management system (e-CMS) During this period, the e-CMS **received numerous developmental updates**. The systems underwent several technical improvements and a number of new 'features' were developed as per PDHJ staff requirements, including language translations. Several forms and templates were created by the Project and incorporated into the e-CMS. Several discussions and trainings provided by the project in regards to the e-CMS in March 2014. Follow up trainings and mentoring will be provided by Project on use of the e-CMS.

2.6 Directorate Organics

The drafts **organics for four directorates** of human rights, good governance, public assistance and administration and finance which were first prepared in 2011 have been updated. These drafts, based on the job descriptions, internal regulations and original organic laws have been distributed in Portuguese to PDHJ senior management and staff. In order to ensure participatory process, the Project will translate the organics into Tetum and will be circulated for feedbacks during the consultation process within PDHJ staff.

Output 3: Overview of Results Achievements and Challenges

PDHJ has effective information and management systems

Annual Targets

- I. The PDHJ Library and Human Rights Directorate have stored at least 60% of their material in the knowledge management system
- II. At least 70% of the knowledge management tools developed used regularly by relevant PDHJ staff (in the areas of eviction, reproductive health rights,

detention, right to food, child labour)

Indicators

- (i) # of knowledge management materials stored and categorised with the PDHJ library and human rights directorates
- (ii) # of Project knowledge management materials used regularly by the PDHJ staff

Quarterly Progress

- Knowledge management system has been designed to be completed in the first quarter. The progress of materials stored will be reported in the 2nd quarter.

3.1 Website

The project provided support for the development of a **PDHJ website**. The draft design has been presented to the Public Relations Department for feedback and comments. The objective of the website is to disseminate information on PDHJ's work and its activities and to raise awareness on human rights issues in Timor-Leste. The website will be available in three languages - Tetum, English and Portuguese.

One important aspect of the website is that it will be the first time that all **human rights treaties and the vast majority of general comments will be available online** in Tetum. This will form the backbone of the PDHJ's human rights library resource which will be accessed through the website. Other important tools on the website include the ability to register a complaint with the PDHJ online through a specially designed e-template and a calendar of all future PDHJ events.

3.2 Training Database

The Project is supporting the PDHJ by developing a Training and Education database. The database is a resource management system which aims to consolidate information about the production and distribution of material produced by PDHJ, specifically for training and promotion. It will also be used as a tool to track workshops and training sessions. The system will generate reports and statistics which will provide a level of accountability and transparency in terms of budget spending and material for training distribution. It is expected that the Public Relations Division will include all information from the training and publications database into the Annual Report every year.

This project is ongoing and as of now **the initial database structure and user interface has been developed by the Project**. The next step will be to develop a working prototype for PDHJ staff to test before conclusion of the final product.

3.3 Library Plan and Knowledge Management system

The Project, in coordination with Raoul Wallenberg Institute (RWI) and the PDHJ, has taken several steps to ensure a more effective, library, archive and knowledge management system. The Project **drafted a library regulation on lending policy**,

rules for book borrowers and rules for library staff. The regulation has been circulated to staff for feedbacks and comments.

The project also assisted PDHJ library staff to develop a set of questionnaires to understand **PDHJ staff member's perceptions about the library services**. The result shows that 46% of PDHJ staff use the library to borrow books at present, almost all for work related purposes. Several demands from staff requested for more resources to be in Tetum.

PDHJ library staff, together with Project staff and two staff from the Raoul Wallenberg Institute held a two day meeting in which various activities were planned, including:

- Linking the library KOHA categorisation system with the PDHJ's shared server so that all staff can access the library catalogue from their offices;
- Creation of an internal knowledge management system in both physical and electronic formats using open source software;
- Collecting as much Tetum language material as possible with links to human rights or good governance issues through cooperation with state institutions, UN agencies and local and international NGO's; and
- Including all electronic versions of the library materials on the PDHJ library for the public to access.

The above knowledge management system activities are expected to take place in the second quarter.

Financial Information

Expenditure

For the first quarter, the Project has spent approximately US\$59,572.91 out of the USD 569,315.00 budget allocated for 2014. The amount represents about 10% of the allocated budget.

Project Budget Details of 2014

Project Funding Source (Donor)	2014 Annual Work Plan Budget	Expenditures as of 31st of March
NZAID	US\$ 519,315.00	US\$ 51,077.27
SIDA	US \$0.00	US \$6,466.48*
OHCHR	US \$	US \$ 0.00
UNDP TRAC	US \$ 50,000.00	US \$2,029.16
TOTAL	US \$ 569,315.00	US \$59,572.91

Project Expenditure Details per Project Output

Project Output	Project Budget 2014 per Project Output	Expenditures per Project Output as of (January until 31st 2014
Activity 1 Human Rights Knowledge	US \$183,018.00	US \$ 35,364.70
Activity 2 Institutional Structure and management	US \$117,850.00	US \$4,420.60
Activity 3 Information and knowledge management	US \$36,220.00	US 3,335.00
Activity 4 Project Management	US \$232,227.00	US \$16,452.61
TOTAL	US \$569,315	US \$59,572.91

*Expenditure from December 2013 processed in January 2014 due to closure of the ATLAS system over the holiday period.

Project Staffing Grid

No	NAME	TITLE	Contract Period Year 2014		
			Jan	Feb	March
A	Project Management Staff				
1	Rozentina Jap Dos Santos	Acting Project Manager/ Project Associate	x	x	x
2	Aleixo Barros Mota Smith	Project Clerk/Driver	x	x	x
B	Individual contract(IC)				
3	James Patrick Groarke	Human Rights Researcher	x	x	
4	Ruth Hugo	Investigation Mentor	x	x	x
C	LOA contracts				
5	Sara Abrantes Guerreiro	Mediation and Conciliation Mentor	x	x	x
6	Florindo Jose Cristovao	Language Officer	x	x	x
7	Ana Rita Pascoa Dos Santos	Human Rights Material Developer (Factsheet)-	x	x	x
8	Anthony Franklin	IT consultant	x	x	x
9	Flavio Bonitu	National Human Resources Officer	x	x	x
10	Barbara Oliveira	Technical Advisor	x	x	x
11	James Groarke	Monitoring Mentor			x

Forthcoming Activities

- Development of the Human Rights Monitoring System (scheduled to be started in September and expected to be concluded by the end of 2014)
- Introduction to Monitoring and Evaluation Training for PDHJ management
- Case Training Sessions on Human Rights Violations
- Continuation of case handling mentoring
- Conclusion of the electronic case management system and delivery of first

training programme on using the system

- Start of Public Communication Mentoring to strengthen the PDHJ capacity to support the effective implementation of the Communication Strategy

Project Management Issues

Project Management

The Project Associate acted as Project Manager during January-March 2014. The recruitment process is on-going and the new project manager is expected to be commence in April 2014.

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