



Commission on Human Rights
And Administrative Justice
CHRAJ, Ghana

Twenty-third Annual Report
2016

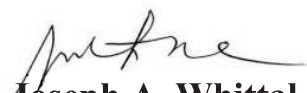


The RT HON SPEAKER OF PARLIAMENT
PARLIAMENT HOUSE
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Mr. Speaker,

In accordance with the provisions of Article 218 (g) of the 1992 Constitution, and Section 7 (1) (h) of the Commission on Human Rights and Administrative Justice Act 1993 (Act 456), I am pleased to present the Twenty-Third Annual Report of the Commission for the period January 1 to December 31, 2016.

Yours sincerely,


Joseph A. Whittal
Commissioner

Commission Members



Joseph Whittal, Commissioner



Richard Quayson, Deputy Commissioner

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LIST OF ACRONYMS

AAACA	Association of Anti-Corruption Agencies in Commonwealth Africa
AC	Ant-Corruption
AJ	Administrative Justice
AOMA	African Ombudsman and Mediators' Association
ARAP	Anti-Corruption, Rule of law and Accountability Programme
CHRAJ	Commission on Human Rights and Administrative Justice
CPRs	Civil and Political Rights
CRC	Convention on the Rights of the child
CRC	Constitution Review Commission
DOVVSU	Domestic Violence and Victims Support Unit
ESCRs	Economic, Social and Cultural Rights
FBOs	Faith-based Organisations
GANHRI	Global Alliance of National Human Rights Institutions
GNA	Ghana News Agency
HILIC	High Level Implementation Committee
HR	Human Rights
IAACA	International Association of Anti-Corruption Authorities
ICC	International Coordinating Conference
IHRD	International Human Rights Day
IOI	International Ombudsman Institute
IPs	Implementing Partners
IWD	International Women's Day
MDAs	Ministries, Departments and agencies
MMDAs	Metropolitan, Municipal, and District Assemblies
MONICOM	Monitoring and Evaluation Committee
MoU	Memorandum of Understanding
NACAP	National Anti-Corruption Action Plan
NACIWA	Network of African Anti-Corruption Institutions in West Africa

NANHRI Network of African National Human Rights Institutions

NHRIs National Human Rights Institutions

NNHRI-WA Network of National Human Rights Institutions in West Africa

UNCAC United Nations Convention Against Corruption

UNHCR United Nations High Commissioner for Refugees

UNODC United Nations Office on Drugs and Crime

VAW Violence Against Women

THE COMMISSIONER'S MESSAGE

It is with great pleasure that I present to the nation the 2016 Annual Report of the Commission on Human Rights and Administrative Justice (CHRAJ). This is the 23rd Report since the establishment of the Commission.

The year was an eventful one as the people of Ghana went to the polls to exercise their right to vote to elect a President and Members of Parliament for the nation. The year 2016 witnessed the seventh election in the Fourth Republic of Ghana and CHRAJ in collaboration with the National Peace Council and other partners monitored the preparation, conduct and aftermath of the entire electoral process intended to deepen democracy and good governance in Ghana. Based on this multi-partner monitoring activity, a report was released on observations made during the 2016 general elections. I wish to commend Ghanaians on their peaceful conduct before, during, and after the elections. The Commission adds its voice to that of political parties, religious and civil society groups, and all well-meaning Ghanaians to strive towards zero tolerance of violence in the country's future elections.

As an institution with three mandates - Human Rights promotion and protection, ensuring Administrative Justice in public service delivery and as a Constitutional Anti-Corruption Agency - this report is particularly viewed in the context of an institution that delivers services with limited resources and significant turn-over of qualified personnel that continue to have a negative impact on the Commission's performance. In spite of these challenges experienced over the years, the dedicated staff of the Commission worked diligently to enhance and deepen the standards for promotion and protection of fundamental human rights and freedoms and to instill good administrative practices and anticorruption and ethical behaviour in public service. Thus, an appreciation in resource allocation will enhance our efforts in prosecuting all three mandates.

The 2016 Annual Report catalogues achievements of the Commission and analysis of reports on activities during the reporting year. The report reflects the Commission's continued commitment towards achieving progressive realization of human rights for our nation Ghana. The Commission carried out some other activities within the year designed to effectively discharge the anti-corruption mandate as well as vigorously promote the Commission's oversight role over public administration.

Pursuant to the above, the Commission did not relent in its effort in coordinating and facilitating the implementation of the National Anti-corruption Action Plan (NACAP) the national blue-print adopted by Parliament for fighting corruption and upholding administrative justice within public service to ensure fair administrative processes and practices. The Commission

also helped to build the capacity of the general public to hold public officers accountable.

Let me seize this opportunity to express my profound gratitude to all staff across the country for their commitment, hard work and invaluable contribution to the Commission. I am also indebted to our stakeholders including our Development Partners who in diverse ways supported the work of the Commission to realize the year's achievements.

COMPILATION PROCESS

The 2016 annual report was compiled based on data and information obtained from reports of activities implemented in the year by the various programme areas including Human Rights, Administrative Justice, Anti-Corruption and Management and Administration.

Statistical data presented in the report were drawn from the promotional activities and complaints received and investigated during the year.

THE YEAR AT A GLANCE

Implementation of the programme for the reporting year was guided by the goals and strategic objectives of the Commission largely expressed under the three mandate areas: Human Rights; Administrative Justice; and Anti-corruption.

The Commission received, in all mandate areas, a total of 9,521 complaints and finalised 9,076 complaints, representing approximately 95% of total complaints received within the reporting year.

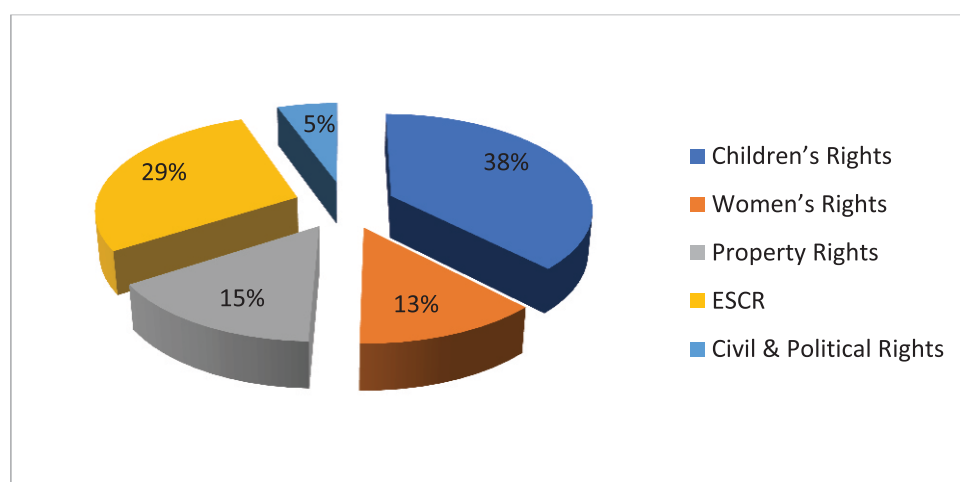
Human Rights mandate

The Commission received and classified a total of 8,554 complaints under the Human Rights mandate and finalized 8,248¹ complaints, representing more than 96% of total complaints received in 2016. Four thousand nine hundred and sixty-one (4,961) complaints representing 58% of the total complaints were reported by females while 3,593 complaints constituting 42% were reported by males.

The nature of human rights complaints recorded was categorized as follows:

- Children's Rights (38%);
- Women's Rights (13%);
- Property Rights (15%);
- Economic, Social and Cultural Rights (29%); and
- Civil and Political Rights (5%).

Figure 1: Type of Human Rights Complaints 2016



¹ This figure includes cases carried from 2015

In addition to complaints received and investigated, there were many other human rights promotional activities carried out in furtherance of this mandate. Among others, the Commission:

- Monitored, in collaboration with the National Peace Council and related partners, the right to vote during the 2016 Presidential and Parliamentary Elections;
- Conducted research into Child labour in fishing communities along the Volta Lake in the Volta Region;
- Trained staff on CHRAJ Stigma and Discrimination Reporting System,
- Conducted training in basic Human Rights Course for Health Professionals in selected Training Institutions; and
- Undertook 3,381 Human Rights education in Communities and Schools across the length and breadth of the country.

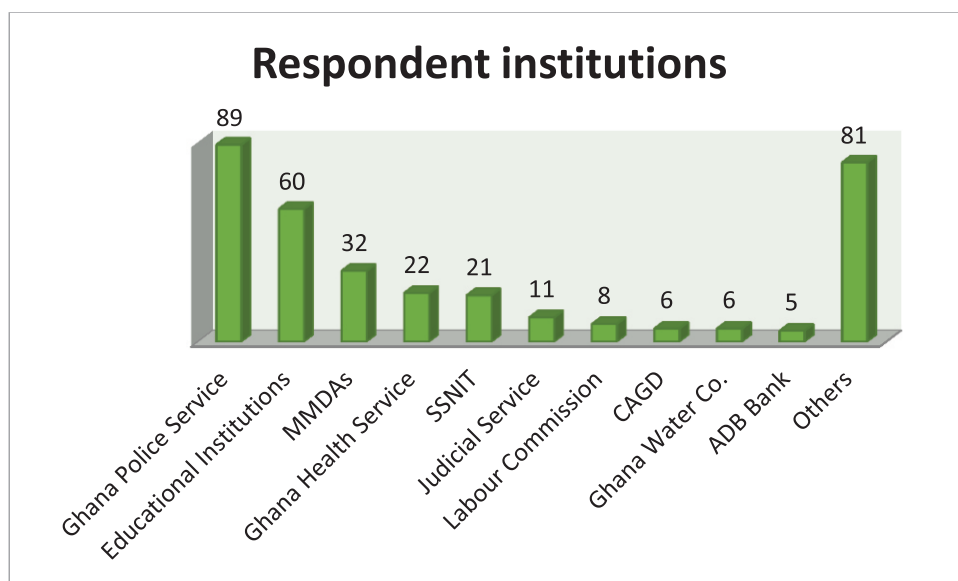
Administrative Justice mandate

The Commission received and classified a total of 341 Complaints under the Administrative Justice mandate and finalized 290 complaints, representing more than 85% of total complaints in 2016. Two hundred and eighty-six (286) complaints representing 84% of total Complaints were reported by males whilst 55 complaints constituting 16% were reported by females.

Instructively, all administrative justice related complaints were lodged against the State and its Agencies, numbering more than 50 institutions with the Ghana Police Service in the lead. Lead respondent institutions include:

- Ghana Police Service (26%),
- Educational Institutions (18%),
- MMDAs (9%),
- Ghana Health Service (6%),
- Social Security & National Insurance Trust (SSNIT) (6%),
- Judicial Service (3%),
- Labour Commission (2%)
- Controller & Accountant General Department (CAGD) (2%)
- Ghana Water Company (2%)
- ADB Bank (2%)
- Others (24%)

Figure 2: Respondent Bodies in Administrative Justice Complaints



The Commission undertook the following Administrative Justice related promotional activities:

- Organized a total of 977 sensitization programmes on the Commission's oversight role over the public service and to promote good administrative practices;
- Developed Educational Materials; and
- Developed a Proto-type Client Service Charter.

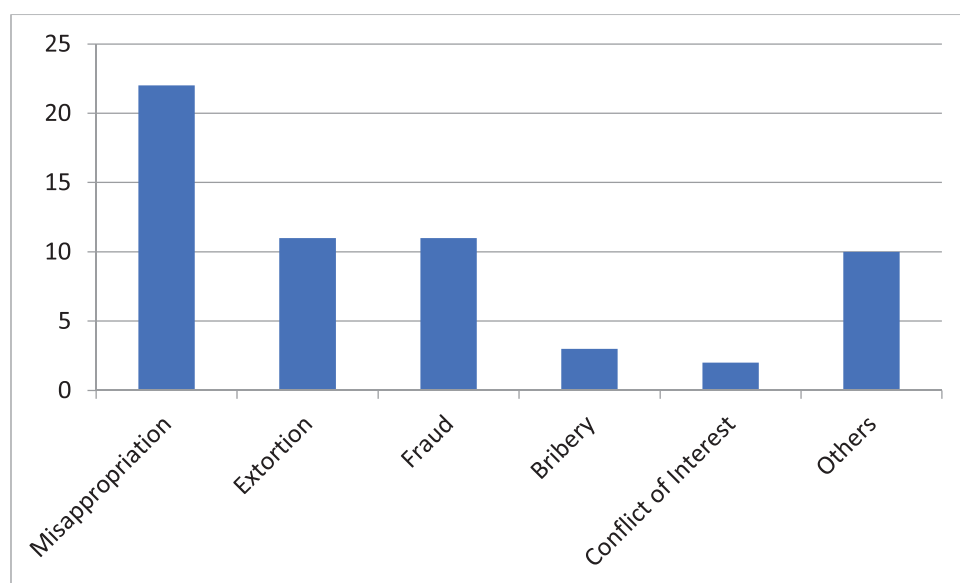
Anti-Corruption mandate

The Commission received and classified a total of 59 Complaints under the Anti-Corruption mandate out of which 31 representing approximately 53% of the total complaints, were investigated and finalized.

The nature of Corruption complaints recorded is shown below:

- Misappropriation/Embezzlement (37.3%);
- Extortion of money (18.6%);
- Fraud (18.4%);
- Bribery (5.1%);
- Conflict of Interest (3.4%),
- Others (17.0%);

Figure 3: Nature of Corruption Complaints 2016



The Commission also undertook the following promotional activities with respect to its Anti-Corruption mandate:

- Printed and disseminated 1000 copies of NACAP documents; 500 copies of 2015 NACAP Annual Progress Report; and 3,000 copies of various information, education and communication materials to strengthen capacity of stakeholders to fight corruption;
- Organized a workshop for members of the Monitoring and Evaluation Committee (MONICOM), and a validation workshop on 2016 NACAP activities/indicators for Implementing Partners (IPs);
- Convened a High Level Implementation Committee (HILIC)² meeting at the Presidency to update members on activities under NACAP;
- Organised, in collaboration with Institute of Internal Auditors, Ghana, a stakeholder meeting to explain the role of Internal Audit Agency under the implementation process of the NACAP;
- Signed a one year MoU with the Ghana News Agency (GNA) in order to use its wide platform to promote respect for fundamental human rights and freedoms as well as ensure effective implementation of the NACAP;
- Organized series of training programmes for focal persons of some IPs who had challenges reporting on the NACAP;
- Engaged leaders of Faith Based Organizations (FBOs) to increase public awareness on the scourge of corruption and to forge strategic partnership to tackle the menace of corruption; and

² HILIC is the highest decision making body of NACAP responsible for providing policy and strategic directions to the implementing agencies and processes. It is chaired by the Office of the Chief of Staff at the Presidency, with the Commission occupying the Vice-Chair position.

- Trained Ethics and Compliance Officers of 35 MDAs and 37 members and staff of Parliament on the Code of Conduct for Public Officers Bill.

Management and Administration

The Commission's total staff strength at the beginning of 2016 stood at 729. This figure reduced to 700 at the end of the year largely due to resignations.

Affiliations and partnerships (International Cooperation)

The Commission has since its inception had formal relations with a number of Regional and International Organisations in furtherance of the performance of its mandates. In 2016, the Commission was in good standing with the following:

- Global Alliance of National Human Rights Institutions (GANHRI);
- Network of African National Human Rights Institutions (NANHRI);
- Network of National Human Rights Institutions in West Africa (NNHRI-WA);
- International Ombudsman Institute (IOI);
- African Ombudsman and Mediators Association (AOMA);
- International Association of Anti-Corruption Authorities (IAACA);
- Association of Anti-Corruption Agencies in Commonwealth Africa (AAACA); and
- Network of Anti-Corruption Institutions in West Africa (NACIWA).

The Commission undertook a number of activities in pursuance of its Regional and International obligations. Among others, the Commission:

- Participated in the 12th Biennial Conference of the International Coordinating Conference (ICC) of Human Rights Institutions in Mexico, in which the Commission was elected as the Africa Representative on the ICC Working Group on the UN Sustainable Development Goals (SDGs);
- Joined the International community to commemorate the International Women's Day (IWD), the International Human Rights Day (IHRD), and the International Anti-Corruption Day;
- Signed a Memorandum of Understanding (MoU) with the UN Refugee Agency in Ghana to, among others, jointly oversee with UNHCR the conduct of a study on Statelessness;
- Participated in the first Ministerial Conference on Statelessness in West Africa in Abidjan, La Côte D'Ivoire;

- Attended the African Ombudsman and Mediators' Association 5th General Assembly Meeting in November in Durban, South-Africa; and
- Participated in some Regional and International anti-corruption training programmes.

PART 1: OVERVIEW OF THE COMMISSION

1.1. Vision statement

We envisage a society that is truly free, just and equitable; where human rights and human dignity are respected, where power is accountable, and governance is transparent.

1.2. Mission statement

The Commission on Human Rights and Administrative Justice exists to enhance the scale of good governance, democracy, integrity, peace, and social development by promoting, protecting and enforcing, fundamental human rights and freedoms and administrative justice for all persons in Ghana.

This mission statement will be achieved by:

- Ensuring a culture of respect for the rights and obligations of all people in Ghana.
- Dispensing and promoting justice in a free, informal and relatively expeditious manner.
- Ensuring fairness, efficiency, transparency and application of best practices.
- Using a well - trained and motivated workforce and the most modern technology.

1.3. Mandates

CHRAJ has a triple mandate comprising Human Rights, Administrative Justice and Anti-Corruption. The Commission therefore is:

- a National Human Rights Institution;
- A Public Services Ombudsman; and
- An Anti-corruption Agency.

1.3.1. Human Rights

1.3.1.1. Article 218 (a), (c) and (f) of the 1992 Constitution and Section 7(1) (a) (c) and (g) of the Commission on Human Rights and Administrative Justice Act, 1993 (Act 456) mandates the institution to protect universal human rights and freedoms relating to civil, political, economic, social and cultural rights and other International Human Rights instruments which Ghana has ratified. The Commission's human rights functions are divided into two broad categories:

(i) Protection and Enforcement, and

(ii) Promotion and Prevention.

1.3.1.2. In protecting and enforcing fundamental human rights CHRAJ investigates complaints of human rights violations by persons and institutions both private and public. As per its mandate, the Commission resolves complaints through various methods – mediation, negotiation, and formal hearings. Additionally, the Commission carries out special investigations into human rights abuses that are systemic, cultural or other areas of public interest. In the course of investigations, the Commission conducts research, field investigations, as well as public hearings.

1.3.1.3. CHRAJ is mandated by Article 218 (f) of the 1992 Constitution to conduct public education programs as part of fulfilling the function of promoting human rights. The Commission has the discretion to use a wide variety of methods including the mass media, publications, lectures, and symposia.

1.3.1.4. In order to prevent human rights abuses, the Commission monitors the human rights situation across the Country. The Commission organizes monitoring visits to detention facilities, hospitals, schools, communities, to ensure that human rights are being respected and to inform the citizenry of the presence and existence of a National Human Rights Institution. These monitoring visits ensure that the Commission can detect early warning signs of human rights abuses to prevent violations from taking place.

1.3.2. Administrative Justice

1.3.2.1. The Administrative Justice function of the Commission replaces the office of the Ombudsman, which was created by the Ombudsman Act of 1970. This mandate is contained in Articles 218 (a) and (b) of the 1992 Constitution and Section 7(1) (a) and (b) of Act 456.

1.3.2.2. The Commission is mandated to protect and promote Administrative Justice to ensure that the government and its officers are accountable and transparent. The Commission ensures that the administrative organs of the State provide equal access to employment and services and that they are administered fairly. In particular, this function of the Commission is to ensure that public officials avoid arbitrariness and discrimination in their decisions and actions. It also investigates “complaints concerning the functioning of the Public Services Commission, the administrative organs of the State, the Armed Forces, the Police Service and the Prison Service in so far as the complaints

relate to the failure to achieve a balanced structuring of those services or equal access by all to the recruitment of those services or fair administration in relation to those services” – Article 218 (b).

1.3.3. Anti-Corruption

1.3.3.1. The Commission’s Anti-Corruption functions are derived from Article 218 (a) and (e); 284-288 of the 1992 Constitution and Section 7(1) (a), (e) and (f) of Act 456. The Commission investigates and works to prevent corruption.

1.3.3.2. Under this mandate, the Commission:

- i) Investigates abuse of power and “all instances of alleged or suspected corruption and the misappropriation of public monies by officials” (Article 218 (e));
- ii) Investigates allegations of conflict of interest under Chapter 24 of the 1992 Constitution;
- iii) Promotes integrity and ethics in the public service; and
- iv) Conducts training and public education to sensitize public officials and the general public on corruption.

1.4. Functions of the Commission

1.4.1. Original functions

The functions of the Commission as set out in Section 7 of Act 456 pursuant to Article 218 of the 1992 Constitution are:

1.4.1.1 to investigate and remedy complaints arising from:

- violations of human rights and freedoms, injustice, corruption, abuse of power and unfair treatment of any person by a public officer in the exercise of his official duties;
- the functioning of the Public Services Commission, the administrative organs of the State, the offices of the Regional Coordinating Council and the District Assembly, the Armed Forces, the Police Service and the Prison Service in so far as the complaints relate to the failure to achieve a balanced structuring of those services or fair administration in relation to those services;
- practices and actions by persons, private enterprise and other institutions where those complaints allege violations of fundamental rights and freedoms under the 1992 Fourth Republican Constitution of Ghana; and

to take appropriate action to call for the remedying, correction and reversal of instances specified in paragraphs (a), (b), and (c) of this subsection through such means as are fair, proper and effective, including: (i) negotiations and compromise between the parties concerned, (ii) causing the complaint and its finding on it to be reported to the superior of an offending person; (iii) bringing proceedings in a competent Court for remedy to secure the termination of the offending action or conduct, of the abandonment or alteration of the offending procedures; and (iv) bringing proceedings to restrain the regulation by challenging its validity if the offending action or conduct is sought to be justified by subordinating legislation or regulation which is unreasonable or otherwise ultra vires;

1.4.1.2 to investigate allegations that a Public Officer has contravened or has not complied with a provision of Chapter 24 of the Constitution to wit Code of Conduct of Public Officers;

- all instances of alleged or suspected corruption and the misappropriation of public moneys by officials and to take appropriate steps, including reports to the Attorney-General and Auditor General resulting from such investigation.
- to educate the public as to human rights freedoms by such means as the Commissioner may decide, including publications, lectures and symposia;
- to deal with confiscated properties as provided by Section 35 (2) of the transitional provisions of the 1992 Constitution;
- to report annually to Parliament on the performance of its functions

1.4.2. Additional functions

The Commission has been granted additional functions in subsequent legislation including:

1.4.2.1 Office of the Administrator of Stool Lands Act, 1994 (Act 481)

Section 7 provides as follows:

“A beneficiary of stool land revenue aggrieved by the apportionment of the stool land revenue, may submit a complaint to the Commission on Human Rights and Administrative Justice.”

1.4.2.2 Children’s Act, 1998 (Act 560);

Section 48(2) provides that:

“The following persons may apply to a family tribunal for a maintenance order ... (d) The Commission on Human Rights and Administrative Justice”

1.4.2.3 The Juvenile Justice Act 2003 (Act 653);

Section 42(2) provides that:

“...the Commission on Human Rights and Administrative Justice may visit and inspect any centre.”

1.4.2.4 Human Trafficking Act, 2005 (Act 694);

Section 6 of Act 694 provides as follows:

“A person with information about trafficking

(a) Shall inform the police, or

(b) The Commission on Human Rights and Administrative Justice...”

1.4.2.5 Whistleblower Act, 2006 (Act 720).

The Act confers additional mandate on the Commission to investigate disclosures of impropriety (economic crime, waste, mismanagement, misappropriation of public resources, environmental degradation) and complaints of victimization of whistleblowers.

Section 3(1) (h) provides as follows:

“Disclosure of impropriety may be made to any one or more of the following ... the Commission on Human Rights and Administrative Justice”.

Section 13(1) provides as follows:

“A Whistleblower who honestly and reasonably believes that that whistleblower has been subjected to victimisation or learns of a likely subjection to victimisation because a disclosure has been made, may in the first instance make a complaint to the Commission”

These enactments have broadened the power and authority of the Commission to improve and deepen the standards for promotion and protection of fundamental human rights and freedoms and to instil discipline and anti-corruption behaviours and practices in public administration.

1.5. Powers of investigation

The Commission may, for the purposes of performing its functions (Sec. 8(1)):

- issue subpoenas requiring the attendance of a person before the Commission and the production of a document or record relevant to an investigation by the Commission;
- cause a person contemptuous of a subpoena issued by the Commission to be prosecuted before a Court;
- question a person in respect of a subject matter under investigation before the Commission;
- require a person to disclose truthfully and frankly an information within the knowledge of that person relevant to an investigation by the Commission.

1.6. Limitation on powers of investigation

While no institution, body, or person in Ghana is excluded from the Commission's mandate generally, the Commission has no power to investigate:

- A matter that is pending before a court or judicial tribunal;
- A matter involving relations between the government and any other government or international organisation; or
- A matter relating to the exercise of the prerogative of mercy.

1.7. Structure of the Commission

The Commission is made up of a Commissioner, who is the chair, and two Deputy Commissioners. The three (3) Commission Members constitute the governing body of the Commission. The Commissioner and Deputy Commissioners are supported by Departmental Directors who have direct responsibility for the departments of the Commission. In 2016, the Public Education and Research functions of the Commission were constituted as separate departments. The departments are as follows:

- Human Rights
- Administrative Justice
- Anti-Corruption
- Public Education
- Research
- Finance, and
- Administration

Human Rights Department: This department is responsible for the Commission's mandate to protect universal human rights and freedoms relating to civil, political, economic, social, and cultural rights and other international human rights instruments, which Ghana has ratified.

Administrative Justice Department: This department is responsible for the Commission's mandate to protect and promote Administrative Justice to ensure that the government and its officers are accountable and transparent.

Anti-Corruption Department: This department is responsible for the Commission's mandate to investigate abuse of power, corruption, allegations of conflict of interest, disclosures of impropriety and complaints of victimization of whistleblowers, as well as to promote integrity and ethics in the public service, train and educate public officials and the general public.

Public Education Department: This department is responsible for educational campaigns and awareness raising programs to educate the public on the Commission's mandates, services, and how to access the services.

Research Department: The Research Department supports the thematic and functional mandates of the CHRAJ in ensuring that the Commission's research functions are well coordinated, sustained and supported with the requisite concerted efforts and relevant documentation.

Finance Department: This department is responsible for providing financial support for operational planning, day-to-day financial services to the Commission, and meeting external and internal financial reporting and budgeting requirements.

Administration Department: This department is responsible for effective operation of the office including all personnel functions along with budget, logistical and transportation services for the office.

The Commission has its Head Office located in Accra; and ten (10) Regional Offices that coordinate the Commission's work in the ten (10) Administrative Regions of Ghana. In addition, it has two (2) Sub-Regional and ninety-seven (97) District Offices across the country that ensure that the services of the Commission are accessible by the ordinary person in Ghana.

Altogether, the various layers of the organisational structure provide an effective medium through which the Commission performs its statutory and constitutional mandates. In particular, the spread of 110 offices across the entire country ensures accessibility to all persons to the offices of the Commission as well as the services rendered by it.

PART 2: STRATEGIC GOALS

Implementation of the programmes for the reporting year was guided by the goals of the Commission expressed under the three mandate areas: Human Rights; Administrative Justice; and Anti-corruption.

2.1. Human Rights Mandate

Strategic goal 1: promote and protect fundamental human rights and freedoms

The Commission sought to improve public capacity to demand promotion, respect and fulfillment of their rights, and enhance capacity of duty-bearers to respond appropriately to human rights demands by:

- Promoting and protecting the rights of the vulnerable including, women, children and the disabled; the right to work and employment; civil and political rights (CPRs); economic, social, and cultural rights (ESCRs);
- Incorporating human rights principles and standards in national development programming;
- Promoting human rights generally; and
- Enhancing gender equality.

Under this strategic goal; the Commission focused on a number of areas during the year under review. Specifically, the Commission ensured the Protection of Children's Rights; ESCRs; and CPRs; Gender equality and Disability Rights; and Public education to empower rights holders and improve the capacity of duty bearers to respect and protect human rights and freedoms. Also, the Commission enforced human rights through the receipt and investigation of complaints as well as ensuring redress for rights violations.

Monitoring the right to vote: 2016 Presidential and Parliamentary Elections

CHRAJ has been an active agent in ensuring citizen's right to vote as guaranteed under Article 42 of the Constitution. Thus, in December 2016; the Commission worked to fulfill its mandate of promoting civil and political rights by monitoring the Presidential and Parliamentary elections in collaboration with some key partner agencies. These partner agencies included the National Peace Council, West Africa Network for Peace Building (WANEP), Legon Centre for International Affairs and Diplomacy (LECIA), Kofi Annan International Peace Training Centre (KAIPTC), Blogging Ghana, Transform Ghana and Trans4orm Network Ghana. Three hundred (300) monitors were sent across the whole country to monitor the electoral process in more than 4,000 polling stations, including those located in some prisons. The Constitution of Ghana specifically highlights the rights of citizens eighteen

years and above to be registered to take part in public elections. This notwithstanding, there have been instances where some citizens have been denied the exercise of their civil and political rights due to various reasons.

Observations made included: the late opening and arrival of election materials at some polling stations which led to the suspension of elections to 8th December 2016 at those polling stations, the absence of manual verification machines at some polling stations which affected the verification processes of some voters and the absence or limited number of security presence at some polling stations. Worthy of mentioning, is the protection of the rights of the vulnerable such as the aged and the disabled in the voting process by the Electoral Commission. Polling stations were made accessible to all with the provision of tactile ballot for the visually impaired and other necessary support given to the aged, pregnant women and the hearing impaired to exercise their right to vote.

Second phase of research into child labour in fishing communities

The Commission also focused on the promotion and protection of the rights of the vulnerable including children during the year under review. From an initial first phase of research into child labour that was conducted in 2014; the Commission undertook the final phase of field research into the worst forms of child exploitation and abuse in fishing communities along the Volta lake in the Volta Region of Ghana. Data gathered during the two phases of field research will be collated and analyzed towards preparation of the report and subsequent dissemination of findings in coming years.

Child, Early and Forced Marriage

The Commission as a National Human Rights Institution and a signatory to the Kigali Declaration on Child, Early and Forced Marriage (CEFM) has a lead role to ensure the prevention and elimination of child, early and forced marriages in Ghana. The Kigali Declaration which was adopted in 2015 recognized the role of NHRIs like CHRAJ in the fight against child, early and forced marriage and set out a framework of 17 actions for NHRIs to implement their roles to end the practice.

Therefore, the Commission in conjunction with the Commonwealth Secretariat organized a two-day consultative meeting on the subject matter of child, early and forced marriage in August 2016 in Tamale, Northern Region. Traditional Chiefs and Queen Mothers were engaged to discuss joint efforts towards abolishing the practice of child, early and forced marriages in the Northern, Upper East and Upper West Regions. In Ghana, 1 in every 5 girls (21%) gets

married before 18 years.³ The three Northern Regions (Upper West, Upper East, and Northern) have significantly higher prevalent rates, averaging 34% (1 in 3 girls)⁴, than the national average. Thus, Traditional leaders as custodians of traditional cultural practices and key actors were engaged to lead the efforts in the eradication of the menace in their various communities. Prior to this consultative meeting; a bi-lateral meeting was organized for selected State institutions for purposes of identifying more stakeholders to contribute efforts towards the prevention and elimination of child, early and forced marriage in Ghana.

Sensitization and training on Stigma and Discrimination Reporting System

Under the reporting year, the Commission focused on promoting rights based approaches in implementing its planned activities by developing the capacity of the Commission's staff, rights-holders and duty bearers. Specifically, the Commission organized trainings for its staff in the Northern Regions on Stigma and Discrimination Reporting System that has been developed to take complaints on stigma and discrimination faced by people in the Country. To this end, the Commission collaborated with the Ghana Federation of the Blind on how to strategize on combating stigma and discrimination generally suffered by persons with disabilities.

Basic Human Rights Course for Health Professionals

The Commission in collaboration with the Ministry of Health organized a course on Basic Human Rights for students of Nursing and Midwifery Training Colleges in the Volta and Northern Regions. The training sessions took place in May and September 2016 respectively. The objective was to improve on the quality of public health service delivery by equipping would-be health professionals with the capacity to appreciate and respect the rights of patients.

Human Rights Education in Communities and Schools

During the year under review, the Commission organized 3,381 human rights educational campaigns throughout the country. This represented 60 percent of the total public education activities that were implemented across all the mandate areas of the Commission. Specific topic areas that were covered included;

- The Human Rights Mandate of the Commission
- The impact of violence on children's right to education
- The rights and responsibilities of children
- Harmful cultural practices
- Gender discrimination

³ National Strategic Framework on Ending Child Marriage 2017-2026

⁴ Ghana Demographics and Health Survey (GDHS) 2014

- Stigma and Discrimination Reporting System
- Dehumanizing Widowhood rites
- The Intestate Succession Law (PNDC Law 111)

For more details on the number of human rights education programmes undertaken by the various regions refer to appendix P.

Representation on Boards and Committees

- The Commission was represented on a Research Steering Committee and a National Advisory Board constituted by the Ministry of Gender, Children and Social Protection. The Research Steering Committee focused on domestic violence whereas the National Advisory Board provided guidance and enrichment to a research project on the 'Economic and Social Costs of Violence against Women'. This research was undertaken at three research sites in Ghana, Pakistan and South Sudan by the National University of Ireland.
- The Commission also served on the National Steering Committee on the Child which sought to promote the implementation of the Justice for Children and the Child, Family and Welfare policies. The Commission has been an active participant on the Advisory Committee that contributed to the development of these two policies. A meeting was convened in Ho, Volta Region in March 2016 to discuss the various action plans on how to effectively monitor the achievement of both policies.
- The Commission was nominated to serve on the steering Committee for Ghana Child Online Protection Initiative. The Committee, constituted by the Ministry of Communication, was inaugurated in August 2016. The Committee sought to develop a framework and an action plan to ensure online protection for children in Ghana.

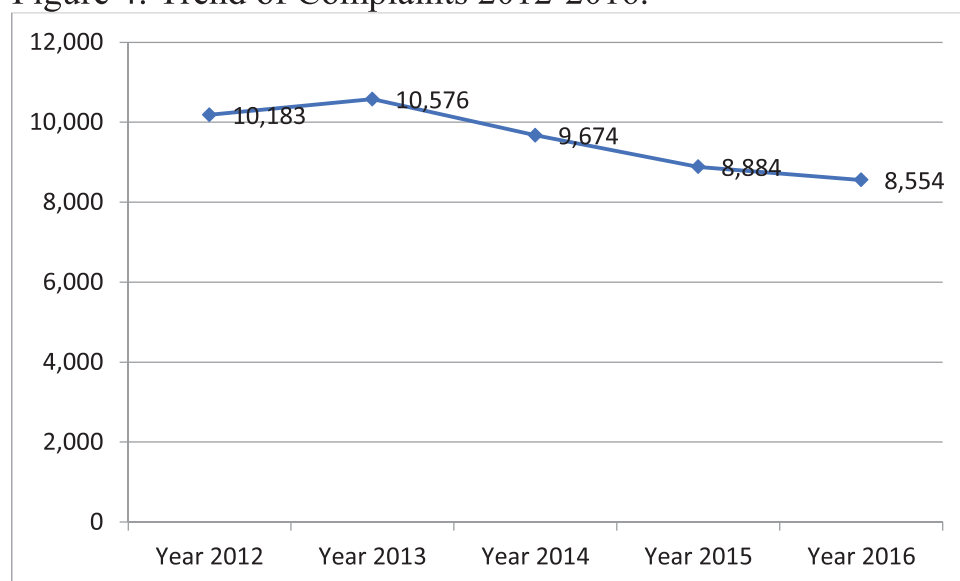
Investigations/Enforcement of Human Rights Complaints

Receipt of Complaints

In 2016, a total number of 8,554 complaints were received as against 8,882 complaints in 2015. This shows about 3.7% reduction against the previous year's complaints.

Trend of Complaints 2012-2016

Figure 4: Trend of Complaints 2012-2016.



Closure of Complaints 2016

The Commission investigated and finalized 8,248 complaints. During preliminary investigations or assessment, 645 representing 7.8% of cases were referred to other government agencies like Court, Labour Commission, Department of Social Welfare and Ghana Police Service which were better placed to address the issues raised. 5,029 complaints representing 61% of finalized cases were successfully mediated by the Commission. The remaining 31.2% of the cases were finalized by other means. Refer to appendix D for further details.

Nature of Human Rights Complaints 2016

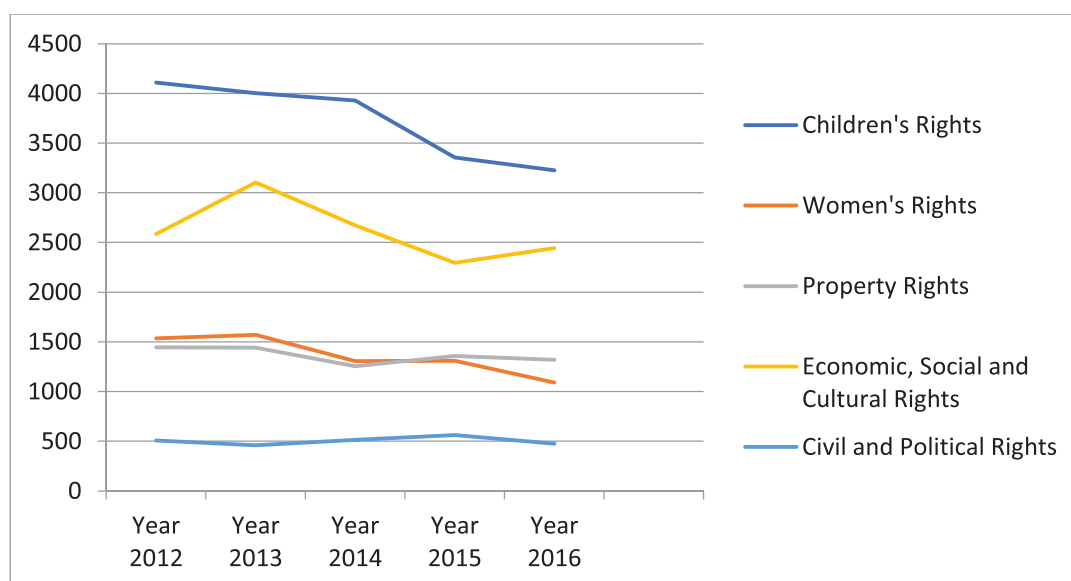
The 8,554 human rights complaints received were categorized into specific rights such as Children's Rights, Women's Rights, Property Rights, Economic, Social and Cultural Rights, and Civil and Political Rights related.

See figure 5 below

Figure 5: Types of Human Rights Complaints 2016



Figure 6: Trend of Human Rights Complaints; 2012-2016



- Children's Rights Related Complaints:** Specifically, issues bordering on remittances for provision of necessities of life to the child in the area of education, health, food, shelter, and clothing were predominant. Thirty-four (34) cases of child, early and forced marriages were received in 2016 as against 36 and 60 received in 2015 and 2014 respectively.

- Women's Rights Related Complaints: 70% of the cases reported under this category were mainly on domestic violence, sexual harassment and lack of basic necessities of life such as food, clothing and shelter.
- Property Related Complaints: Complaints were mainly on right to own property.
- Economic, Social and Cultural Rights Related Complaints: The complaints were basically labour rights abuses in the private sector, right to housing, shelter and environmental issues.
- Civil and Political Rights Related Complaints: Most of the complaints in this category involved harassment, abuse of personal liberty, respect and dignity.

Respondent Bodies

Eight thousand and ninety-two (8,092) complaints representing 94.6% of total of Human Rights complaints were lodged against Private Individuals; the remaining complaints were mostly against Private Institutions and Organizations.

Sex Distribution of Complainant

Four thousand nine hundred and sixty-one (4,961) complaints representing 58% of total complaints were reported by females; the rest of 3,593 constituting 42% were reported by males.

2.2. Administrative Justice Mandate

Strategic goal 2: Promote fair administration of public services and contribute to demand for better service delivery

The Commission ensured improved standards and adherence to practices of good conduct in administering public services by:

- Promoting principles and practices of good administration and conduct in the public services;
- Supporting improvement of frontline complaints handling by public services;
- Establishing the scope of CHRAJ's Administrative Justice oversight role over specific bodies under its jurisdiction; and
- Creating awareness of CHRAJ's role as an Ombudsman and the scope of its Administrative Justice function.

Public Education

The Commission organized a total of 977 sensitization programmes under the Administrative Justice mandate during the reporting period. These activities were aimed at creating awareness of the Commission's oversight role over the Public Service as well as promoting good administrative practices. Activities carried out on this mandate centered under the Administrative Justice mandate, good administrative principles, code of conduct for public officers and the Commission's oversight responsibilities over public officials and institutions. Beneficiaries were mainly public officials from decentralized public institutions.

Development of Educational Materials

In order to create awareness of the scope of the Commission's Administrative Justice function and establish its oversight role of the public service; the Commission developed guidelines for the development and printing of 10,000 fact sheets, leaflets, and fliers on its Administrative Justice mandate and expected standards applicable in the public sector. The exercise was aimed at promoting principles and practices of good administration and conduct in the public services. The Draft documents were ready for validation and subsequent implementation.

Monitoring and Evaluation of Ombudsman Trainings activities

A Consultant was contracted to conduct a monitoring and evaluation of Ombudsman capacity strengthening trainings organized by the Commission with support from the UNDP. The objective of this exercise was to assess how the training has impacted on the skills of staff for better delivery on the Ombudsman function.

Developed a Proto-type Client Service Charter

The Commission and other stakeholders including the Public Sector Reform Secretariat, the Office of the civil Service, the Public Services Commission among others developed a draft proto-type template for adoption/adaptation and development of Client Service Charters in the Public Service. This was to promote good administrative practices and better public service delivery as well as to empower the public to hold the public services accountable.

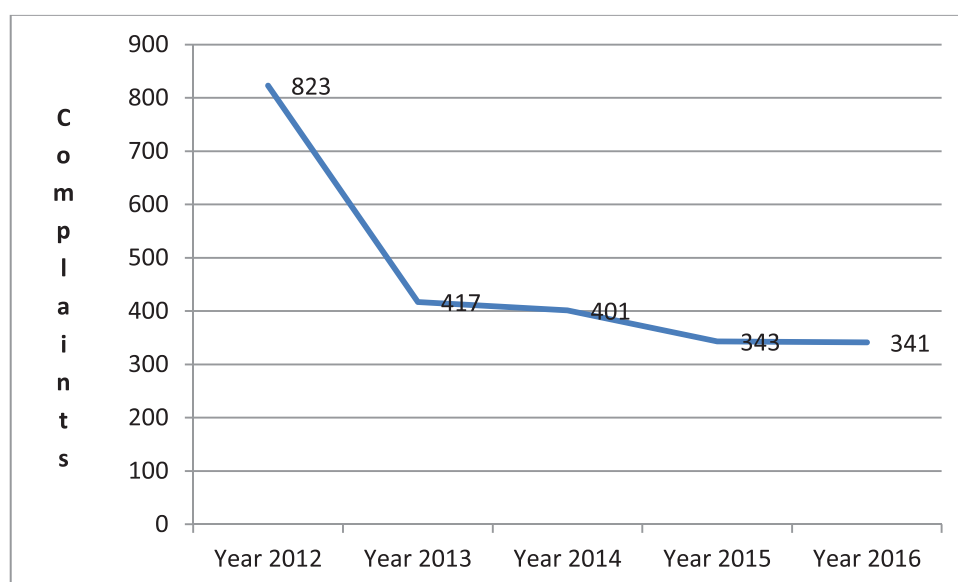
Investigation/enforcement of complaints

The Commission is mandated to investigate and resolve complaints of administrative injustice. It uses various investigative tools and mechanisms such as mediation, negotiation, and panel hearing to resolve complaints.

Receipt and Trend of Complaints 2012-2016

The Commission received 341 complaints as compared to 343 in the previous year. It showed a decrease of 0.6%. See figure 7 below for the trend.

Figure 7: Trend of Administrative Justice Complaints 2012-2016



Nature of Administrative Justice Complaints

Significant among the complaints received were cases of unfair treatment by public officers, non-payment of salaries, pensions, and social security benefits, failure to act, dismissals, unlawful arrests, detentions and manhandling by Police Officers. See Appendix G for more details

Respondent Bodies in Administrative Justice Complaints

The bulk of the complaints received were against Ghana Police Service, Metropolitan, Municipal and District Assemblies (MMDAs), Ghana Education Service, Ghana Health Service and Social Security and National Insurance Trust. See Appendix J for full list of Public Institutions against whom complaints were lodged.

Closure of Administrative Justice Complaints

Out of 290 Administrative Justice cases finalized, 105 representing 36.2% were finalized through mediation while 47(16.2%) were decided after preliminary or full investigation. The remaining 47.6% of the complaints were finalized by other means. See Appendix D for further details.

Enforcement of Decisions in Courts

The Commission enforced five (5) of its decisions in Court when the Respondents in those 5 cases failed to comply with the Commission's recommendations.

Sex Distribution of Complainants

Two hundred and eighty-six (286) complaints representing 84% of total complaints received were reported by males; the remaining 55 complaints representing 16% were reported by females.

2.2.1. Summary of selected case

Case No. 219/2014: Withholding of Documents

The Complainant was a Chadian Refugee registered with the Ghana Refugee Board and housed at the Krisan Refugee Camp in the Western Region. The Complainant alleged that some of his fellow Chadians who have registered as Sudanese and are also living at the same camp are threatening his life due to his human rights advocacy in Chad.

The Complainant claimed that he reported the threat to the Respondent but no action was taken so he asked the Respondent to provide him with the documents he filled to enable him seek for asylum elsewhere, but the Respondent refused to grant him the request hence his complaint.

The Respondent confirmed that the Complainant had been a registered asylum seeker with them, and was living at Krisan Refugee Camp. According to the Respondent, the Complainant requested to withdraw his application for seeking asylum due to security concerns. He was therefore invited and interviewed on the allegations regarding the threats he claimed to face at the camp. At the interview, he was permitted to retain his registration certificate but he requested for all his documents including the registration form. The Respondent explained to the Complainant that the registration forms he completed and submitted were kept as part of their mandatory administrative procedures and could not be handed back to him. The photocopies of the complainant's supporting documents were submitted to him but he declined to take them insisting on taking his registration form.

The Commission's investigations revealed that the Complainant requested for all his documents from the Respondent. The Complainant claimed he needed the documents to enable him seek refuge elsewhere. However, investigations did not reveal any national and International law or regulation which gives an asylum seeker the right to request for his folder from the Respondent. Having

reviewed the complaint, the Respondent's response and the various administrative processes observed by the Respondent; the Commission concluded that the Respondent observed due processes in granting the Complainant a fair hearing through interview.

The Commission decided from its findings that there was no administrative injustice committed or any human rights abuse against the Complainant. Also, the Respondent did not act illegally or contrary to any legislation, rules or procedures governing Respondent's administrative processes and operations. It observed due process in denying the Complainant the information he was requesting for. The complaint was therefore dismissed as lacking merit.

2.3. Anti-corruption Mandate

Strategic goal 3: Promote national integrity and investigate corruption

The Commission contributed to public capacity and systems to combat corruption and promote national integrity by:

- Investigating complaints and allegations of corruption and misappropriation of public resources;
- Implementing anticorruption legislation and legislation that enhance transparency, including the Whistleblowers Act;
- Creating awareness of the evils of corruption and ethos of anticorruption
- Promoting and enhancing national integrity;
- Facilitating development of capacity and improving systems to combat corruption; and
- Collaborating and consulting with other national and international anti-corruption institutions.

The Commission under the Anticorruption mandate among others completed the 1st Phase and supported the 2nd Phase Review of the United Nations Convention against Corruption (UNCAC) and implemented the European Union support to Ghana under the Accountability, Rule of Law and Anti-Corruption Programme (EU/ARAP). Details of the activities carried out during the year are as follows.

Printing and dissemination of materials on NACAP

Following the adoption of the National Anti-Corruption Action Plan (NACAP) by Parliament, the Commission printed and disseminated 1,000 copies each of the NACAP document and its abridged version to stakeholders. In addition, 500 copies of the 2015 Annual Progress Report were disseminated to relevant

stakeholders. The Commission also developed 3,000 copies of various Information, Education and Communication materials in the form of brochures, fliers and leaflets to build the capacity of the public to resist and report corruption.

Coordination and monitoring of the implementation of NACAP

In line with the Commission's role to coordinate and monitor the implementation of NACAP, the following activities were carried out.

- A workshop was organized for the members of the Monitoring and Evaluation Committee (MONICOM) and other stakeholders in February 2016 at Koforidua. The objective was to prepare the 2016 NACAP Work Plan.
- Another workshop was organized in June 2016 to validate the 2016 NACAP activities/indicators in Accra. The workshop also provided a platform to train new Implementing Partners (IPs) on how to complete the data collection/ Reporting Tool.
- High Level Implementation Committee (HILIC)⁵ meeting was convened at the Flagstaff House in July 2016 to update members on activities outlined under NACAP.
- Organised, in collaboration with the Institute of Internal Auditors, Ghana, a stakeholder meeting to explain the role of Internal Audit Agency under the implementation process of the NACAP.
- Signed a one year MoU with the Ghana News Agency (GNA) in order to use its wide platform to educate, promote and protect fundamental human rights and freedoms as well as ensure effective implementation of the NACAP. The year-long MoU, with possibility of renewal, aimed at creating a congenial platform for GNA Regional Managers to effectively collaborate with Regional and District Directors of the Commission to promote high integrity in the public service by enforcing compliance with the ethical standards contained in the Code of Conduct for Public Officers. Additionally, the MoU was expected to deepen relationship between the Commission's staff and GNA reporters for effective and efficient coverage of its activities.
- Organized series of training sessions between June and October 2016 for focal persons of the under-listed IPs who had challenges reporting on the NACAP to enhance reporting:
 1. Ministry of Employment & Labour Relations.
 2. Ghana Investment Fund for Electronic Communications.

⁵ HILIC is the highest decision making body of NACAP responsible for providing policy and strategic directions to the implementing agencies and processes. It is chaired by the Office of the Chief of Staff at the Presidency, with the Commission occupying the Vice-Chair position.

3. National Films and Television Institute.
4. National Association of Pharmacy Regulatory Authorities.
5. National Identification Authority.
6. Management of the National Vocational Training Institute.
7. Bui Dam Authority.

Engagement with leaders of Faith Based Organizations (FBOs)

The Commission's Regional and District offices engaged FBOs on NACAP through outreach programmes to increase public awareness on the scourge of corruption in order to improve the quality of public ethics and morality in the Country. Participants were educated on their roles as part of civil society in the successful implementation of NACAP. The forum also offered the opportunity to forge strong strategic partnership with FBOs to vigorously tackle corruption and enhance integrity of members of their congregation and the public at large.

Round-Table on Witness Protection Bill

The Commission organized a round-table discussion for heads and representatives of investigative institutions to review the draft Witness Protection Bill. The round-table provided an opportunity for the stakeholders to deliberate and make relevant inputs into the Bill before it was passed into law. Among others, the Bill when passed into law will protect witnesses and thereby contribute immensely to promoting the fight against corruption.

Training of Ethics and Compliance Officers

In collaboration with the Public Services Commission, the Commission organized a training programme on ethics and integrity for Public Officers from 35 Ministries, Departments and Agencies (MDAs). In addition, 37 Parliamentarians and some selected staff of parliament were engaged in discussion on the Code of Conduct for Public Officers Bill 2013.

Development of Integrity Tools

A workshop was organized for the National Ethics Advisory Committee Members to develop Integrity Compliance Tools for use by MDAs under the Public Sector Integrity Programme including the Gift Policy. These compliance tools are to guide public officials in the discharge of their official duties in accordance with the requirements imposed on them by law.

Education on Anti-Corruption

Public education on anti-corruption and NACAP for 2016 recorded a total of 1,300. These educational activities aimed at espousing the effects of corruption and the need to galvanize efforts through the implementation of NACAP to fight the menace. Specific areas covered by these programmes included the following:

- Causes and effects of corruption.
- Overview of NACAP.
- The role of citizens in fighting corruption.
- Code of Conduct for Public Officers.
- The Whistleblowers Act.
- Bribery and Corruption.
- ABC of Corruption.

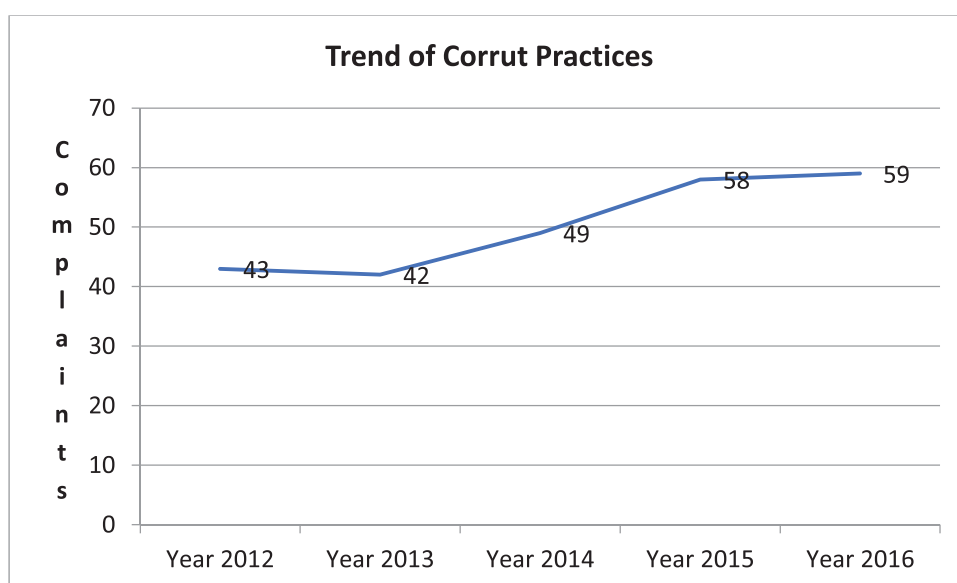
Investigation/enforcement of Corruption Complaints

Fifty-nine (59) corruption cases were received in the reporting year as compared to 58 in the previous year. Thirty (31) complaints out of the number were investigated and concluded.

The nature of the allegations of corrupt practices was mainly on misappropriation, embezzlement, fraud and extortion.

Trend of corruption complaints received for the past five years is depicted in the figure below.

Figure 8: Trend of Corruption Complaints 2012-2016



The trend indicates a steady annual increase in the number of corruption allegations reported to the Commission.

2.3.1. Summary of selected case

CASE NO: CHRAJ 145/2016, 146/2016 &147/2016⁶

CONFLICT OF INTEREST

The Commission received and consolidated three separate complaints in June 2016 from two juristic and one natural persons, namely: the National Youth League of the Conventional People's Party; the Progressive People's Party; and Nana Adofo Ofori; (hereinafter referred to as "the Complainants"). The complaint was lodged against the then President of the Republic of Ghana, His Excellency John Dramani Mahama (hereinafter referred to as "the Respondent").

In substance, the complainants alleged that the Respondent received a \$100,000 Ford Expedition gift from Mr. Kanazoe (a Burkinabe Businessman), thereby putting him in a conflict of interest situation contrary to Article 284 of the 1992 Constitution. In particular, the Complainants alleged that the conduct of the Respondent in receiving the Ford Expedition gift from Mr. Kanazoe improperly influenced the Respondent to award two contracts to Mr. Kanazoe in contravention of the Constitution and other laws of Ghana.

The Respondent on his part denied any wrong-doing regarding receipt of the Ford Expedition vehicle from Mr. Kanazoe. The Respondent also submitted that his conduct did not contravene Article 284 of the 1992 Constitution. The Respondent further asserted that he was unaware of the circumstances leading to the gift; and that when he was later informed of it, after the fact, he ensured that the gift in question was duly surrendered for use by the State.

After reviewing the Complainants allegations and the Respondent's response, the Commission set down two main issues for preliminary investigations. The two main issues are as follows: Whether the acceptance of the Ford Expedition vehicle by the Respondent contravened existing Gift Policy under the Code of Conduct for Public Officers.

⁶ The full decision may be found at <https://chraj.gov.gh/investigation-report/>

- i. Whether the acceptance of the gift by the Respondent occasioned a conflict of interest under Article 284 (Chapter 24) of the Constitution.

The preliminary investigations produced the following findings in respect of the two main issues:

- i. The Commission is satisfied that the gift in question forms part of gifts prohibited under the Gift Policy under the Code of Conduct for Public Officials. Although the evidence showed that the Respondent subsequently surrendered the gift to the State, the action nonetheless contravened the gift policy.
- ii. Having reviewed the evidence on the actions and conduct of the Respondent after the gift was made; the Commission is satisfied that his actions and conduct sufficiently dealt with any conflict of interest that could have been occasioned. In the circumstances, the Commission finds that the Respondent did not put himself in a conflict of interest situation or contravened the conflict of interest rules under Article 284 of the 1992 Constitution.

The decision of the Commission was thus as follows:

At the end of the Preliminary Investigation, the Commission came to the conclusion, based on the extensive evidence assembled, that the allegations that the Respondent contravened Article 284 of the 1992 Constitution by putting himself in a conflict of interest situation has not been substantiated. Consequently, the Commission holds that full or further investigations into the allegations are not warranted.

The allegations, therefore, are hereby dismissed.

In addition to the findings and decision, the Commission made the following policy recommendations:

1. One of the issues that ought to be addressed as a nation is the concerns raised by the Constitution Review Commission (CRC) in its Recommendations on conflict of interest. The CRC Report commented:

“The CHRAJ has published the Conflict of Interest Guidelines and Code of Conduct for Public Officers to flesh out the provisions of Chapter 24 of the Constitution. These, however, remain soft law”.

The CRC then recommends on page 307 of its Report:

“There is clearly the need for legislation to define in detail the situations that constitute conflict of interest and which serve as the legal framework within

which the CHRAJ can determine complaints made against public officers for breaches of the Code. Such a law should also provide for the manner in which public officers should treat gifts that are offered to them. The absence of enabling legislation setting out the parameters of conflict of interest makes Article 284 considerably vague in terms of definition, procedure and sanctions. The lack of clarity in matters of conflict of interest and the lack of an extensive Code of Conduct for Public Officers only help to lower the trust that the people have in public office officers”

The Commission joins the CRC, and strongly recommends the early passage of the Conduct of Public Officers Bill which seeks to codify the current Guidelines on Conflict of Interest and to make for Regulations among others that would govern the regime of “gifts” including solicitation and acceptance of gifts; what constitutes acceptable gifts; forfeiture and disposal of prohibited gifts; the keeping of gift registers etc, which the Commission has been at the forefront of championing.

The Bill has been before Parliament for two terms but is yet to be passed. The interest generated by this case among the Ghanaian public should remind us of the urgency the Ghanaian public attaches to this issue, and an early passage of the Code of Conduct for Public Officers Bill will help improve public understanding/appreciation of the issues involved. The perception of corruption among public officers by members of the general public is directly or indirectly traceable to the conduct exhibited by public officers in their service delivery which is seen to be at variance with the Code of Conduct expected of them under Chapter 24 of the 1992 Constitution. If we are to increase the trust of the general public in public service delivery, serious attention must be paid to strengthening the legal framework on Conflict of Interest and ensuring that it is seen as a high-risk activity by public officers and the general public at large.

The Commission also reiterates its recommendation in the Anane Case⁷, that Public Officials who occupy very high positions, among them, the President, Vice President and all appointees of the Executive; the Speaker, Deputy Speakers, Members of Parliament, and Senior Staff of the Parliamentary Service; the Chief Justice, Members of the Judiciary, and Senior Staff of the Judicial Service, should receive compulsory training on the Code of Conduct for Public Officers and the Conflict of Interest Guidelines on assumption of office. The Commission further recommended that Heads of MDAs and MMDAs should ensure that all staff in their institutions/organizations receive

⁷Republic v. High Court (Fast Track Division) Accra; Ex Parte Commission on Human Rights and Administrative Justice (Richard Anane Interested Party) [2007- 2008] SCGLR 213

compulsory training on the Code of Conduct for Public Officers and the Conflict of Interest Guidelines on assumption of office.

2.4. Management and Administration

Strategic goal 4: Strengthen capacity to promote and protect human rights, national integrity, accountability, and ensure administrative justice

The Commission met programmatic requirements to improve organizational performance by:

- Motivating, training, recruiting, retaining, and balancing the mix of professional and general staff with sufficient competencies to perform their assigned duties;
- Establishing efficient systems and processes maintained by a high standard of operations to enable consistent delivery of CHRAJ's mandates;
- Rehabilitating and acquiring adequate facilities and equipment for a complete infrastructure necessary for CHRAJ to carry out its mandates; and
- Enhancing visibility of CHRAJ's role and services.

The activities undertaken by management and administration for the reporting year are summarized as follows:

- The Commission steadily progressed in the renovation work at 36 Patrice Lumumba road Airport Residential Area, Duty post for the Commissioner. The contract is being undertaken by Issking Company Ghana Limited and it is about 80% complete. The Headquarters renovation work being done by the 48 engineers is about 90% complete and work is ongoing.
- One Toyota Camry saloon vehicle was purchased to enhance mobility and increase resources for effective work performance in the Commission.
- Security officers at the Head office were provided with communication gadgets and safety kits. This was aimed at improving communication among security officers for effective service delivery.
- The total staff strength at the beginning of 2016 stood at 729 and the total staff position was 700 at the end of 2016. Out of the total number of staff, 212 were female whilst 488 were males. The Commission is taking conscious steps to guide future recruitments and career planning to attain parity. Over the years, the Commission has had increasing employee turnover rates. In the year 2016, 9 members of staff, made up of 5 females and 4 males resigned as against 6 in 2015.

PART 3: AFFILIATIONS AND PARTNERSHIPS

The Commission has since its inception had formal relations with a number of Regional and International Organisations in furtherance of the performance of its mandate. Through working with these international and regional bodies, the Commission was able to share experiences and best practices for purposes of improving upon its operations/performance while contributing to strengthening other sister National Human Rights Institutions (NHRIs), National Anti-corruption Agencies and Ombudsman Institutions. The affiliations range from payment of subscription fees to having flexible Memoranda of Understanding (MoUs) across the mandate areas. The ensuing paragraphs discuss the Commission's affiliations in accordance with the mandate areas.

3.1. Human Rights

The Commission is an 'A status' member of the Global Alliance of National Human Rights Institutions (GANHRI)⁸. GANHRI is the Global Alliance of National Human Rights Institutions with the primary aim of promoting and strengthening NHRIs to be in accordance with the Paris Principles while also providing leadership in the promotion and protection of human rights. The GANHRI supports NHRIs in many ways including:

- facilitating and supporting NHRIs engagement with the UN Human Rights Council and Treaty Bodies;
- encouraging cooperation and information sharing among NHRIs;
- undertaking accreditation of NHRIs in accordance with the Paris Principles; and
- promoting the role of NHRIs within the United Nations and with States and other international agencies.

The 'A status' accreditation by the GANHRI Sub-Committee on Accreditation makes the Commission fully compliant with the Paris Principles and is therefore accorded speaking rights and seating at Human Rights Treaty Bodies and other related UN organs.

Again, the Commission is a member of the Network of African National Human Rights Institutions (NANHRI) based in Nairobi (Kenya), the Network of National Human Rights Institutions in West Africa (NNHRI-WA) based in Abuja (Nigeria), and the Commonwealth Forum of National Human Rights Institutions.

Significantly, the Commission is currently Africa's Representative on the GANHRI Working Group on the United Nations Sustainable Development

⁸ Formerly known as International Coordinating Committee (ICC) established in 1993

Goals (SDGs) and Chair of the Working Group on SDGs and Africa Agenda 2063 at NANHRI.

The Commission undertook the following activities in furtherance of its international and regional human rights obligations:

International Women's Day and International Human Rights Day

To further promote human rights in the civic space, the Commission joined the International community in commemorating the International Women's Day (IWD) and the International Human Rights Day (IHRD).

Accordingly, the Commission issued a statement on March 8, 2016 to add its voice to the state of progress made in advancing women's rights in Ghana. Out of the global theme of "Planet 50-50 by 2030: Step it Up for Gender Equality," Ghana's adopted theme centered on 'Gender Equality by 2030: Inclusion of all for Ghana's Sustainable Development'. The Commission in its press statement noted the persistence of some traditional and socio-cultural norms that reinforce gender stereotypes and limits women's full enjoyment of their human rights. The Commission was therefore hopeful that the National Gender Policy and the Affirmative Action Bill would receive cabinet approval and subsequent passage into law. Thus, the Commission recommended that all stakeholders endeavoured to close the widening gender gap in the country and take concrete steps to contribute to National and Global efforts at achieving gender equality. The Commission further recommended that stakeholders work together to eliminate discrimination against women and girls that serve as barriers and impede actions towards gender equality.

Another press statement was released on IHRD on December 10th 2016, acknowledging the significant milestone chalked by stakeholders in the promotion and protection of fundamental human rights and freedoms of all persons in Ghana. As a NHRI with the mandate to promote and protect human rights of all persons in the Country, the Commission availed itself of the opportunity to recount some of the interventions it had made in areas such as child, early and forced marriages, women's rights, sexual orientation and gender identity, as well as rights of migrants and refugees. The Commission commended Cabinet for approving the National Migration Policy and further called upon the Government of Ghana to accede to the 1954 UN Convention Relating to the Status of Stateless Persons and the 1961 Convention on the Reduction of Statelessness. The Commission recommended that State institutions as duty bearers and Civil Society Organizations must stand up and work together to promote and protect the rights of children, women and persons with disabilities in Ghana.

A study on Statelessness

In May 2016, CHRAJ and the UN Refugee Agency in Ghana (UNHCR), as part of their strategic partnership, signed a Memorandum of Understanding (MoU) to conduct a study on statelessness. The study sought to contribute to a comprehensive assessment of the legal, policy and administrative frameworks as well as the processes/practices impacting on access to nationality in Ghana. The ultimate aim was to identify the causes, risk factors and consequences of statelessness and to recommend measures necessary to prevent and reduce statelessness in Ghana. An inception meeting jointly chaired by CHRAJ and UNHCR was held in November 2016 in Accra, to discuss the overall purpose and strategy for the study with other stakeholders and the Consultant in charge of undertaking the study.

The Commission strengthened its international cooperation by participating in a number of conferences, and meetings/sessions of Regional and International Human Rights protection mechanisms including:

- A validation workshop on ‘Tool Kits for Implementation of the Luanda Guidelines on Arrest and Detention’ in Nairobi, Kenya. The workshop was organized by the Network of African National Human Rights Institutions (NANHRI) in June 2016.
- Conference on Business and Human Rights for Africa, organized by the UN Working Group on Business and Human Rights in Rabat, Morocco.
- The first Ministerial Conference on Statelessness in West Africa in Abidjan, Côte D'Ivoire.
- The Network of National Human Rights institutions in West Africa (NNHRI-WA) General Assembly Meeting and a Training workshop on the use of International Human Rights mechanisms as well as the 10th Biennial Conference of NANHRI. These programs took place in Abuja, Nigeria and Yaoundé, Cameroon respectively.
- African Soil Seminar organized by NANHRI in November, 2016 in Nairobi, Kenya.
- The 12th Biennial Conference of the International Coordinating Conference (ICC) of Human Rights Institutions in the World in Mexico. CHRAJ was elected as the Africa Representative on the Working Group of the ICC on the Sustainable Development Goals (SDGs).
- Conference on implementation of Article 33 of the UN Declaration on the Rights of the Disabled.
- An observation mission to Casablanca, Morocco to observe the 4th legislative elections in October, 2016.
- South Korean government’s Global Fellowship Programme in October, 2016 in South-Korea. The theme for the workshop was “Capacity

Building Training Programme for Violence Against Women (VAW) Victims Support Officers”.

3.2. Administrative Justice

The Commission is a member of the International Ombudsman Institute (IOI) as well as the African Ombudsman and Mediators Association (AOMA). The role of Ombudsman institutions generally is to protect the people against violation of rights, abuse of powers, unfair decisions and maladministration. The IOI established in 1978, is the only global organisation for the cooperation of more than 190 independent Ombudsman institutions from more than 100 Countries worldwide. In its effort to focus on good governance and capacity building, the IOI supports its members in a threefold way: training, research and regional subsidies for projects. Similarly, the AOMA prides itself as “a vehicle for promoting good governance and the rule of law in Africa”. Its mission statement is “to advance the development of the Ombudsman Institution for the furtherance of good governance, the Rule of law, and Human Rights in Africa.”

In furtherance of its Regional and International Ombudsman obligation, the Commission participated in:

- The African Ombudsman and Mediators’ Association (AOMA) 5th General Assembly Meeting in November, 2016 in Durban, South-Africa. The meeting was to assess the progress the organization had made towards the realization of its objective of strengthening Ombudsman Institutions throughout Africa by means of sharing knowledge and experience in order to promote good governance.

3.3. Anti-Corruption

The Commission is affiliated to the International Association of Anti-Corruption Authorities (IAACA), Association of Anti-Corruption Agencies in Commonwealth Africa (AAACA), and the Network of Anti-Corruption Institutions in West Africa (NACIWA). The IAACA is an independent, non-political, anti-corruption organization, composed of institutions responsible for investigation, prosecution and prevention of corruption around the world. The objective of the Association is to promote the effective implementation of the United Nations Convention Against Corruption (UNCAC), fostering constructive collaboration among its members in the prevention and control of corruption, as well as asset recovery and international cooperation.

The Commission undertook the ensuing activities pursuant to its Regional and International Anti-corruption obligations:

Celebration of International Anti-Corruption Day

To commemorate the International Anti-Corruption Day on December 9, 2016 the Commission issued a statement urging all Ghanaians and the international community to commit to the fight against corruption in all its forms.

The statement observed that corruption continued to dissipate national resources, wreck economic and social development, and breed poverty. It further opined that corruption stifles national development and diverts desperately needed funds from education, healthcare and other public services, and undermines the Rule of law.

The Commission also reiterated the need for stakeholders to play their respective roles effectively in the implementation of the NACAP, while urging Ghanaians to reflect on their national values and to be guided by the need to promote the national interest in all dealings in order to protect the National purse by not engaging in corrupt acts.

Implementation of European Union (EU) Support to Ghana

The EU-Ghana Accountability, Rule of Law and Anti-Corruption Programme (ARAP) was launched to promote good governance by reducing corruption, improving accountability and compliance with the rule of law. This programme provides the Commission an opportunity to undertake various activities to promote transparency, accountability and rule of law in the Country with support from EU.

The Commission participated in a number of Regional and International programmes organized by Anti-Corruption institutions, including.

- Prime Minister's Summit on Corruption in the United Kingdom in May 2016.
- The 6th Pan-African Conference of Heads and Representatives of Anti-Corruption Institutions in Commonwealth Africa, Namibia in May-June 2016.
- The Implementation Review Group of the UNCAC held in Vienna, Austria in June 2016.
- The Open-Ended Intergovernmental Working Group on Asset Recovery of the UNCAC in Vienna, Austria in August 2016.
- Workshop on "Whistle-blower and Protection in the Fight Against Corruption" in Monrovia-Liberia in September 2016.
- Training workshop on "Economic Fiscal Study & its Role in Fighting Corruption" in Egypt, Cairo in October 2016.

- Training workshop on Financial Investigations and Asset Recovery in Kampala, Uganda in October 2016.
- The 7th Session of the Implementation Review Group and other sessions of the UNCAC Working Group in Austria, Vienna in November 2016.

The Commission's participation in these programmes has improved its capacity to continue to lead and influence the fight against corruption in the country.

PART 4: FINANCIAL REPORT

An amount of GH¢15,722,770.00 was approved by the Government of Ghana (GoG) for the Commission's staff Compensation (GH¢13,722,770.00) and Goods and Services (GH¢2,000,000.00) for the 2016 fiscal year.

However, the Commission received a total of GH¢16,857,158.27, representing an increase of 7.2% over its approved budget for the year. The increase affected only Compensation for staff as Goods and Services declined. Details of the approved budget and releases for the year are presented in the table below.

GoG Budget for 2015-2016

Expenditure Classifications	2016 (GH¢)		2015 (GH¢)	
	Budget	Release	Budget	Release
Compensation	13,722,770.00	15,018,016.71	12,954,457.56	13,888,999.02
Goods & Services	2,000,000.00	1,839,141.56	1,590,080.00	1,208,521.76
Nom-Financial Assets	-	-	700,000.00	482,419.22
Total	15,722,770.00	16,857,158.27	15,244,537.56	15,579,940.00

The table depicts an increase in the releases for both Compensation and Goods and Services in 2016 over the previous year. Whereas Compensation recorded an increase of 8%, Goods and Services increased drastically by 52%.

a **Compensation of employees**

Wages & Salaries	15,018,016.71	13,722,770.00	13,888,999.02
Non Established Post	-	-	-
Transfer to Households	-	-	-
Miscellaneous Allowances	-	-	-
Personnel Emolument (Multi-Sectoral)	-	-	-
TOTAL	15,018,016.71	13,722,770.00	13,888,999.02

b Goods & Services		2016	2015
Utilities	756,511.00	639,354.09	547,809.86
General Cleaning	53,300.00	8,508.18	10,550.04
Materials -Office Supplies	273,500.00	113,275.13	29,176.28
Medical Supplies	-	-	-
Rentals & Leases	213,325.00	204,244.69	207,115.23
Travel and Transport	278,175.00	478,935.29	344,624.64
Repairs and Maintenance	114,550.00	263,827.56	16,122.46
Charges and Fees	17,250.00	-	-
Employer Social Benefit	68,498.00	27,192.71	16,176.20
General Expenses	74,266.00	12,098.79	1,200.00
Training, Seminar and Conference Cost	<u>150,625.00</u>	<u>68,645.99</u>	<u>34,493.15</u>
TOTAL	<u>2,000,000.00</u>	<u>1,816,082.43</u>	<u>1,207,267.86</u>

d **Non- Financial Assets**

Transport	-	144,092.00
Furniture & Fittings	-	-
Rehabilitation Expenses	-	-
Residential Building		153,753.09
Non Residential Building		184,574.13
TOTAL	<u>-</u>	<u>-</u>

PART 5: APPENDICES

Appendix A: Classification of Number of Complaints Received and Concluded by CHRAJ offices Nationwide 2016

Regions	Cases Received In2016				Total Cases Closed (Including Cases Carried from Previous Years)			
	HR	AJ	C	TOT	HR	AJ	C	TOT
Upper East Region								
REG. OFFICE	35	13	3	51	37	12	1	50
ZEBILLA	34	1	0	35	33	1	0	34
BAWKU	52	5	0	57	43	5	0	48
BONGO	26	1	0	27	25	1	0	26
NAVRONGO	59	0	0	59	61	0	0	61
SANDEMA	41	1	0	42	37	0	0	37
SUB- TOTAL	247	21	3	271	236	19	1	256
WA REGIONAL OFFICE								
	42	10	0	52	43	16	0	59
NADOWLI	43	0	0	43	43	0	0	43
JIRAPA	55	1	0	56	52	4	2	58
TUMU	49	0	0	49	49	0	0	49
LAWRA	45	1	0	46	43	1	0	44
TOTAL	234	12	0	246	230	21	2	253
Ashanti Region								
KUMASI	161	33	5	199	116	26	2	144
DENTIN (OFFINSO)	257	1	0	258	232	1	0	233
BEKWAI	103	1	1	105	98	7	1	106
MAMPONG	43	5	0	48	47	6	0	53
EFFIDUASE	30	0	0	30	29	1	0	30

NEW EDUBIASE	32	0	0	32	35	0	0	35
EJURA	57	2	0	59	67	0	0	67
KUNTANASE	146	4	1	151	144	6	1	151
MANKRANSO	60	0	0	60	72	0	0	72
NKAWIE	110	1	0	111	105	1	0	106
MANSO NKWANTA	84	1	2	87	89	1	2	92
AGONA	72	0	0	72	84	0	1	85
KONONGO	24	3	0	27	30	3	0	33
JUASO	38	0	0	38	41	1	0	42
TEPA	52	1	0	53	51	1	0	52
MANPONTENG	48	1	0	49	47	1	0	48
OBUASI	224	6	1	231	210	3	1	214
SUB-TOTAL	1541	59	10	1610	1497	58	8	1563
BrongAhafo Region								
SUNYANI	257	16	3	276	243	15	2	260
BEREKUM	114	0	0	114	63	0	0	63
DORMAA	156	0	0	156	164	0	0	164
BECHEM	60	0	0	60	76	3	0	79
WENCHI	294	4	0	298	232	4	0	236
DROBO	83	0	0	83	82	0	0	82
ATEBUBU	210	0	0	210	210	0	0	210
KINTAMPO	188	2	1	191	171	1	1	173
TECHIMAN	355	0	0	355	324	0	0	324
KENYASE	110	0	0	110	96	0	0	96
GOASO	128	0	0	128	126	0	0	126
NKORANZA	84	0	0	84	105	0	0	105
KWAME DANSO	134	0	0	134	134	0	0	134
SUB-TOTAL	2173	22	4	2199	2026	23	3	2052

Northern Region								
TAMALE	70	9	1	80	83	8	0	91
ZABZUGU	17	0	0	17	18	1	0	19
GUSHEGU	10	0	0	10	9	0	0	9
TOLON	4	3	2	9	3	3	0	6
WALEWALE	33	1	0	34	27	0	0	27
SALAGA	28	2	0	30	19	1	0	20
YENDI	61	1	0	62	52	1	0	53
BOLE	29	1	0	30	30	1	0	31
DAMANGO	18	1	0	19	13	0	0	13
BIMBILLA	55	1	0	56	47	1	0	48
SAVELUGU	10	0	0	10	10	0	0	10
GAMBAGA	15	1	0	16	16	1	0	17
SABOBA	38	0	0	38	38	0	0	38
SUB-TOTAL	388	20	3	411	365	17	0	382
Western Region								
TAKORADI	52	11	1	64	54	13	0	67
TARKWA	54	4	0	58	65	2	0	67
ENCHI	170	2	0	172	170	2	0	172
JUABOSO	31	0	0	31	35	1	0	36
AXIM	112	4	0	116	117	2	1	120
ASANKRAGWA	68	0	1	69	65	0	1	66
WIAWSO	119	0	0	119	115	2	0	117
BIBIANI	119	0	1	120	131	0	0	131
AGONA	44	0	0	44	48	0	0	48
HALF ASSINI	20	3	0	23	18	2	0	20
DABOASE	18	0	0	18	17	0	0	17
SUB-TOTAL	807	24	3	834	835	24	2	861
Central Region								
CAPE COAST	53	8	1	62	54	9	1	64

DUNKWA-ON-OFFIN	99	0	0	99	93	0	0	93
AGONA SWEDRU	71	1	0	72	78	1	0	79
ABORA DUNKWA	45	0	0	45	38	0	0	38
WINNEBA	78	6	0	84	68	1	0	69
TWIFO PRASO	37	0	0	37	29	0	0	29
ASSIN FOSU	32	1	1	34	31	2	1	34
ELMINA	46	2	1	49	41	1	2	44
APAM	36	0	0	36	30	0	0	30
BREMAN ASIKUMA	39	1	0	40	39	1	0	40
AJUMAKO	35	1	0	36	32	1	0	33
SALTPOND	56	0	0	56	55	0	0	55
SUB-TOTAL	627	20	3	650	588	16	4	608
Greater Accra Region								
HEAD OFFICE	144	91	19	254	130	52	5	187
REGIONAL OFFICE	32	7	0	39	39	10	0	49
ADAFOAH	64	3	0	67	93	1	0	94
DODOWA	22	3	0	25	37	1	0	38
AMASAMAN	140	0	0	140	69	1	0	70
WEIJA	75	7	1	83	45	0	0	45
TEMA	38	3	0	41	39	3	0	42
SUB-TOTAL	515	114	20	649	452	68	5	525
Volta Region								
HOHOE	81	4	3	88	81	4	2	87
KADJEBI	77	0	0	77	78	0	0	78
HO REG OFFICE	89	7	2	98	85	12	1	98
SAGAKOPE	163	1	1	165	157	1	1	159

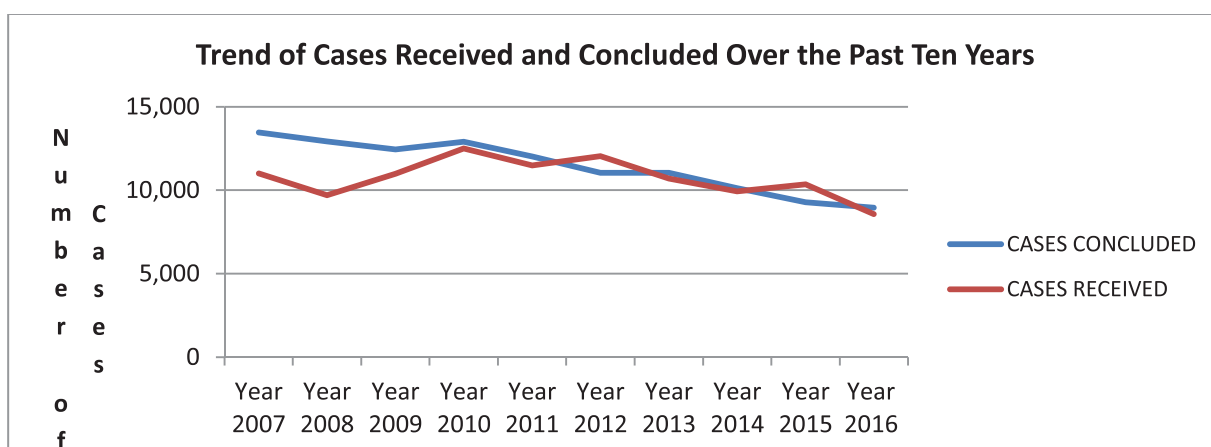
AKATSI	259	3	4	266	255	2	0	257
NKWANTA	69	3	0	72	71	3	0	74
ADIDOME	66	3	0	69	58	2	0	60
DENU	149	3	0	152	156	1	1	158
KPANDO	104	4	1	109	100	2	1	103
JASIKAN	45	0	1	46	49	0	0	49
KETE KRACHI	41	0	0	41	46	0	0	46
KETA	101	0	0	101	101	0	0	101
SUB-TOTAL	1244	28	12	1284	1237	27	6	1270
Eastern Region								
KOFORIDUA REG OFFI	19	9	0	28	3	3	0	6
NKAWKAW	49	3	0	52	50	2	0	52
KADE	101	1	0	102	99	1	0	100
NEW ABIREM	74	0	0	74	82	0	0	82
BEGORO	52	1	0	53	64	2	0	66
KIBI	32	0	0	32	34	0	0	34
NSAWAM	91	1	0	92	91	1	0	92
SUHUM	21	0	0	21	19	0	0	19
AKIM ODA	21	1	0	22	21	2	0	23
AKROPONG	31	2	0	33	31	2	0	33
ODUMASE KROBO	62	1	1	64	65	3	0	68
DONKORKROM	40	1	0	41	43	0	0	43
AKOSOMBO	61	0	0	61	61	0	0	61
ASAMANKESE	124	1	0	125	119	1	0	120
SUB-TOTAL	778	21	1	800	782	17	0	799
GRAND TOTAL	8,554	341	59	8,954	8,248	290	31	8,569

Appendix B: Trend of Complaints Received, Closed and Pending 2007-2016

Years	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Cases Received	13,455	12,919	12,443	12,900	12,018	11,049	11,035	10,124	9,283	8,954
Cases Concluded	11,003	9,693	10,987	12,491	11,477	12,038	10,694	9,921	10,355	8,569
Cases Pending	*	*	*	3,263	3,804	2,815	3,156	3,359	2,287	2,672
Percentage Closure	81.8%	75%	88.3%	79.3%	*75.1%	*81%	*77.20	*74.7%	*82%	*76%

*The percentage closure was expressed on the total available cases in the year which included the cases carried from the previous year.

Appendix C: Graphical Representation of Trend of Complaints Received & Closed 2007-2016



Appendix D: Classification of Mode of Closure 2016

Mode of Closure	Human Rights	Admin Justice	Corruption	Total Closed
Declined/Referred	685	35	2	722
Discretionary	2,430	103	9	2,542
Mediation	5,029	105	0	5,134
Decided After Preliminary Investigation	92	36	12	140
Decided After Full Investigation	12	11	8	31
TOTAL	8,248	290	31	8,569

Table E: Classification of Regional Distribution of Complaints Received and Closed

Regions	Cases Received in 2016				Total Cases Closed (Including Cases Carried from Previous Years)			
	HR	AJ	C	TOT	HR	AJ	C	TOT
UPPER EAST	247	21	3	271	236	19	1	256
UPPER WEST	234	12	0	246	230	21	2	253
ASHANTI	1,541	59	10	1,610	1497	58	8	1,563
BRONG AHAFO	2,173	22	4	2,199	2026	23	3	2,052
NORTHERN	388	20	3	411	365	17	0	382
WESTERN	807	24	3	834	835	24	2	861
CENTRAL	627	20	3	650	588	16	4	608
GREATER	515	114	20	649	452	68	5	525
VOLTA	1,244	28	12	1,284	1237	27	6	1,270
EASTERN	778	21	1	800	782	17	0	799
TOTALS	8,554	341	59	8,954	8,248	290	31	8,569

Appendix F: Nature of Human Rights Complaints Received According to Regions and Head office 2016

NATURE OF ABUSES	H. O	U/ E	U/ W	A/ R	B/ A	N/ R	W/ R	C/ R	G/ R	V/ R	E/ R	TO TA L
CHILDREN RIGHTS RELATED COMPLAINTS												
Right to Maintenance	31	81	61	332	430	96	198	175	163	428	266	2,261
Right to Education	1	15	1	14	15	36	7	31	16	56	13	205
Right to Health	0	0	0	0	0	0	0	0	1	0	0	1
Improper Care of Child	0	0	0	4	7	0	6	17	7	18	0	59
Custody	4	12	4	26	120	20	16	19	11	57	54	343
Defilement	0	1	0	4	1	1	1	2	0	6	0	16
Child Labour	0	0	0	0	0	0	0	0	0	2	0	2
Early & Forced Marriage	0	2	0	1	3	21	0	1	1	4	1	34
Inhuman treatment	0	1	0	8	2	2	0	0	3	7	3	26
Right to Paternity	0	1	1	30	26	0	4	3	5	9	5	84
Right to Name	1	0	0	3	0	9	2	10	1	0	0	26
Trafficking	0	0	0	0	0	0	0	0	0	0	1	1
Incest	0	0	0	0	1	0	0	1	0	0	0	2
Right of Access to Natural Parents	1	12	4	45	18	0	11	22	21	18	8	160
Abduction/Kidnapping	0	2	0	0	0	5	0	0	0	0	0	7
TOTAL	38	127	71	467	623	190	245	281	229	605	351	3,227
WOMEN'S RIGHTS RELATED COMPLAINTS												
Right to Maintenance	0	8	2	71	179	24	71	34	7	30	63	489
Battery	0	13	4	23	65	2	13	6	0	7	5	138
Sexual Harassment	0	0	0	2	1	0	0	2	0	5	0	10
Rape	0	0	0	0	0	0	0	0	0	0	1	1
Emotional & Economical	1	2	5	4	98		17	2	3	4		136

Violence												
Reproductive Rights	0	16	8	21	61	27	44	29	14	74	21	315
TOTAL	1	39	19	121	404	53	145	73	24	120	90	1,089
PROPERTY RIGHTS RELATED COMPLAINTS												
Destruction	0	0	0	27	30	4	21	7	1	19	14	123
Self Acquired Property	0	13	8	58	113	10	58	59	13	51	22	405
Jointly Acquired Property	9	4	9	61	46	0	54	27	6	13	34	263
Inheritance	2	0	0	97	63	1	32	10	2	24	15	246
Intestate Succession	5	1	2	42	60	0	67	7	5	3	1	193
Confiscation by State	0	0	1	0	0	0	0	0	0	0	0	1
Trespass/Encroachment	0	0	1	16	39	0	7	3	0	5	3	74
Title	3	0	2	3	2	0	2	2	1	0	0	15
TOTAL	19	18	23	304	353	15	241	115	28	115	89	1,320
ECONOMIC, SOCIAL AND CULTURAL RIGHTS												
Payment of Wages	4	9	29	29	44	27	7	21	18	20	14	222
Right to Work	0	0	0	1	0	1	1	6	1	19	0	29
Environmental Hazards	0	0	0	9	3	1	2	0	0	5	0	20
Noise Pollution	0	0	0	3	0	0	0	2	1	1	8	15
Breach of Agreement	9	1	10	297	303	27	37	44	8	143	94	973
Right to Housing/Shelter	5	2	2	92	228	6	46	13	10	39	45	488
Right to marry and found a family	0	1	0	0	1	0	1	2	0	1	0	6
Nuisance/Misconduct	0	0	0	13	24	0	0	2	1	0	0	40
Witchcraft Accusations	0	0	0	0	1	2	1	1	0	1	0	6
Right to Health	0	9	0	9	4	2	3	10	1	11	8	57
Labour Right Abuses	40	0	2	25	13	6	20	18	12	11	19	166
Others	19	18	30	103	95	35	29	19	10	36	28	422
TOTAL	77	40	73	581	716	107	147	138	62	287	216	2,444

CIVIL AND POLITICAL RIGHTS RELATED												
Dignity and Respect	3	6	29	21	10	18	6	10	9	57	1	170
Harassment (Rights to Personal Liberty)	2	14	17	38	62	4	21	10	17	55	30	270
Freedom of Worship	0	1	0	1	1	0	0	0	0	1	0	4
Stigmatization	1	0	1	5	0	0	0	0	0	0	0	7
Discrimination	2	0	0	0	0	0	0	0	0	1	0	3
Others	1	2	1	3	4	1	2	0	2	3	1	20
TOTAL	9	23	48	68	77	23	29	20	28	117	32	474
GRAND TOTAL	144	247	234	1541	2173	388	807	627	371	1244	778	8,554

Appendix G: Nature of Administrative Justice Complaints Received According to Regions and Head office 2016

NATURE OF COMPLAINTS	H. O	U/ E	U/ W	A/ R	B/ A	N/ R	W/ R	C/ R	G/ R	V/ R	E/ R	TOTAL
Dismissal	4	0	0	4	2	0	1	0	0	0	2	13
Termination of Appointment	2	0	1	0	0	2	1	0	1	1	0	8
Pension	8	1	1	3	0	0	1	0	0	0	0	14
Payment of Salaries	6	3	2	7	6	3	4	0	3	3	6	43
Demotions	0	0	0	0	0	0	1	0	0	0	0	1
Denial/Delay of Promotions	1	0	0	0	0	0	0	0	0	0	1	2
Suspension/Interdiction	1	0	0	0		1	0	0	0	0	0	2
Social Security Benefit	1	0	0	6	2	0	3	0	0	2	2	16
Failure to Act on Complaints	5	2	1	0	0	0	1	2	3	0	0	14
Delay in Dispensing	6	2	0	1	0	0	2	1	2	3	1	18

Justice												
Arbitrary Transfer	1	0	0	0	0	0	0	0	1		1	3
End-of-Service Benefit	0	0	0	1	0	0	0	0	0	0	0	1
Payment of Allowances	2	0	0	1	1	0	0	0	0	0	0	4
Wrongful Placement	2	0	0	0	0	0	0	0	0	0	0	2
Premature Retirement	0	0	0	4	0	0	0	0	0	0	0	4
Withholding of Documents	3	0	1	0	1	0	0	0	0	0	1	6
Abuse of Office	9	0	1	17	0	2	0	3	3	2	0	37
Negligence	0	0	0	0	0	0	0	0	0	2	0	2
Unfair Ruling	0	0	0	0	0	0	1	0	1	0	0	2
Transfer Grants	0	0	0	0	2	0	0	0	0	0	0	2
Breach of Agreement	0	0	1	0	1	2	0	0	0	0	0	4
Unfair Treatment	7	4	2	4	1	3	2	3	2	8	0	36
Denial of Bail	0	0	0	0	0	0	0	0	0	0	1	1
Unlawful Arrest/Detention	5	5	0	2	1	0	2	0	3	3	0	21
Manhandling by Police	3	0	1	1	0	2	0	0	2	1	2	12
Destruction of Property	0	0	0	0	0	0	0	1	0	0	1	2
Compulsory Acquisition of Property	1	1	0	0	0	0	1	0	0	0	0	3
Discrimination	0	0	1	2	0	0	0	3	1	0	2	9
Seizure of Property	0	0	0	0	0	0	0	1	0	0	1	2
Withholding of Certificates	0	0	0	3	0	1	1	0	0	0	0	5
Victimization	1	0	0	0	0	0	0	0	0	0	0	1
Others	23	3	0	3	5	4	3	6	1	3	0	51
TOTAL	91	21	12	59	22	20	24	20	23	28	21	341

Appendix H: Nature of Corruption Complaints Received According to Regions and Head office 2016

NATURE OF CORRUPTION	H. O	U/ E	U/ W	A/ R	B/ A	N/ R	W/ R	C/ R	G/ R	V/ R	E/ R	TO TAL
Abuse of Office/Power	6	0	0	0	0	0	0	1	0	3	0	10
Misappropriation/Embezzlement	4	1	0	5	3	1	2	0	0	5	1	22
Fraud	4	2	0	2	1	0	0	1		1	0	11
Conflict of Interest	2	0	0	0	0	0	0	0	0	0	0	2
Bribery	2	0	0	0	0	0	0	1	0	0	0	3
Extortion of Money	1	0	0	3	0	2	1	0	1	3	0	11
TOTAL	19	3	0	10	4	3	3	3	1	12	1	59

Appendix I: Respondent Bodies in Human Rights Complaints Received 2016.

Respondent Bodies	Number of Complaints
Private Individual	8,092
Private Companies	204
Insurance Companies	20
Associations/unions	25
Hotels	15
Banks/Financial Institutions	67
UNHCR	1
Security Companies	22
Private Schools	39
Micro Finance Companies	6
Churches	17
Private Enterprises or Organizations	24
Private Hospitals	13
Chieftaincy Institution	6
Colleges	3
TOTALS	8,554

Appendix J: Respondent Bodies in Administrative Justice Complaints Received 2016

Respondent Bodies	Number of Complaints
Universities	10
Polytechnics	2
Schools/Colleges/technical Institutions	20
Ghana Education Service	28
Controller & Accountant General	6
Social Security and National Insurance Trust	21
Judicial service	11
ADB Bank	5
Birth and Death Registry	2
Ghana commercial Bank	3
Driver and Vehicle Licensing Authority	2
Ghana water company	6
Bank of Ghana	1
Regional Coordinating Councils	4
MMDAs	32
GNA	1
Legal AID Board	1
Ministry of Defence	1
Ghana Health Service	22
DOVVSU	3
Ghana Police Service	89
National Disaster Management Organization	2
Ghana Prisons Service	2
Ghana Armed Forces	3
Ghana Ports and Harbours Authority	1
Ghana Fire Service	1

Ghana oil Company	1
Ghana River Authority	1
Electricity Company of Ghana	1
Ghana Highway Authority	3
Ghana Railways Cooperation	3
Ghana Embassy	1
Lands Commission	2
Department of Social welfare	1
Forestry Commission	1
Department of Parks and Gardens	1
Labour Commission	8
Ghana NAVY	1
National Youth Employment Programme	1
MINISTRY OF FOOD AND AGRICULTURE	1
Passport Office	1
CHRAJ	1
Electoral Commission	2
National Service Secretariat	5
Ghana Cocoa Board	5
State Insurance Company	4
Metro Mass Transit	4
Minister of foreign Affairs	1
Metrological Service Department	1
Ministry of Agriculture	4
Ministry of Gender and Social Protection	1
Council for Scientific and Industrial Research	1
Audit service	1
Rent Office	2
OTHER RESPONDENT BODIES	3
TOTALS	341

Appendix K: Institutions of Officers to whom Allegation of Corruption were made against

Respondent Bodies	Number of Complaints
Ghana Health Service	4
Ghana Water Company	1
Unit Committee	1
Ghana Education Service	4
Metropolitan, Municipal and District Assemblies (MMDAs)	12
Schools and Colleges	7
Ghana Police Service	4
Private Companies	2
Ministry of Energy	1
Lands Commission	1
Forestry Commission	1
Ministry of Employment and labour Relations	1
GHACEM	1
GNAT	1
Office of President	1
Ghana Commercial Bank	1
Ministry of Transport	1
National Service Secretariat	1
AIRFORCE	1
Ghana Port & Harbour Authority	1
others	12
TOTALS	59

Appendix L: Nature of Human Rights Complaints and Corresponding Mode of Closure

HUMAN RIGHTS ABUSES	MEDIATION	DECIDED AFTER PRELIMINARY INVESTIGATION	DECIDED AFTER FULL INVESTIGATION	CEASES INVESTIGATION	WITHDRAWN	DECLINE TO INVESTIGATE	LOSS OF INTEREST	TOTAL
CHILDREN RIGHTS RELATED COMPLAINTS								
Right to Maintenance	1449	9	0	177	154	43	348	2180
Right to Education	117	6	2	13	22	5	25	190
Right to Health	2	0	0	0	0	0	0	2
Improper Care of Child	36	0	0	4	4	2	12	58
Child Custody	216	0	2	20	18	67	38	361
Defilement	0	0	0	0	0	16	0	16
Child Labour	1	0	0	1	1	0	0	3
Forced & Early Marriage	21	0	0	6	1	1	3	32
Inhuman Treatment	11	3	0	2	3	2	4	25
Right to Paternity	58	1	0	7	11	7	13	97
Right to Name	11	0	0	0	0	1	3	15
Trafficking	0	0	0	0	0	1	0	1
Incest	0	0	0	0	0	2	0	2
Right of Access to Natural Parents	106	4		20	15	10	17	172
Abduction/Kidnapping	0	0	0	0	0	2	0	2
TOTAL	2028	23	4	250	229	159	463	3156

WOMEN'S RIGHTS RELATED COMPLAINTS								
Right to Maintenance	326	2	0	42	51	10	60	491
Battery	61	2	0	17	23	11	24	138
Sexual Harassment	5	0	0	1	0	4	1	11
Rape	0	0	0	0	0	1	0	1
Emotional, & Economical Violence	72	0	0	5	9	10	22	118
Reproductive Rights	175	3	1	18	38	13	44	292
TOTAL	639	7	1	83	121	49	151	1051
PROPERTY RIGHTS RELATED COMPLAINTS								
Destruction	72	1	0	7	9	4	23	116
Access to Self Acquired	244	2	0	32	38	23	68	407
Jointly Acquired Property	147	3	1	21	14	12	38	236
Inheritance	100	4	0	39	30	10	33	216
Intestate Succession	104	3	1	5	22	16	31	182
Trespass/Encroachment	35	2	0	7	10	6	15	75
Title	2	0	0	2	0	10	0	14
TOTAL	704	15	2	113	123	81	208	1246
ECONOMIC, SOCIAL AND CULTURAL RIGHTS								
Payment of Wages	140	9	1	19	13	21	27	230
Right to Work	20	0	0	0	0	2	1	23
Environmental Pollution	14	0	0	2	0	2	3	21
Noise Pollution	8	0	0	1	4	1	1	15
Breach of Agreement	615	13	2	53	64	33	132	912
Right to Housing/shelter	275	2		17	30	112	44	480
Right to marry and found a family	5	0	0	0	1	0	1	7
Nuisance/Misconduct	32	0	0	2	3	1	3	41
Witchcraft Accusations	2	0	0	2	0	2	0	6

Right to Health	36	1	0	3	4	1	6	51
Labour Right Abuses	66	6	0	17	9	51	12	161
others	208	10	0	23	17	99	37	394
TOTAL	1421	41	3	139	145	325	267	2341
CIVIL AND POLITICAL RIGHTS RELAT								
Banishment	2	0	0	1	0	0	1	4
Threat to Life	1	0	0	0	0	0	0	1
Right to Dignity and Respect	63	0	0	14	21	46	21	165
Harassment (Rights to Personal Liberty)	161	5	1	18	21	15	35	256
Freedom of Worship	3	1	0	0	0	0	0	4
Stigmatization	2	0	0	0	2	2	0	6
Others	5	0	1	1	1	8	2	18
TOTAL	237	6	2	34	45	71	59	454
GRAND TOTAL	5,029	92	12	619	663	685	1,148	8,248

Appendix M: Nature of Administrative Justice Complaints and Corresponding Mode of Closure

NATURE OF COMPLAINTS	MEDIATION	DECIDED AFTER PRELIMINARY INVESTIGATION	DECIDED AFTER FULL INVESTIGATION	CEASES INVESTIGATION	WITHDRAWN	DECLINE TO INVESTIGATE	LOSS OF INTEREST	TOTAL
Dismissal	1	1	1	0	0	0	2	5
Termination of Appointment	1	0	2	1	0	0	1	5
Pension	1	1	0	1	0	1	1	5
Payment of Salaries	29	2	1	4	2	2	5	45
Promotions/Demotions	0	0	3	1	0	0	1	5
Suspension/Interdiction	0	0	0	1	0	0	0	1
Social Security Contribution	1	0	0	1	0	0	0	2
Social Security Benefit	10	3	0	2	0	1	3	19
Failure to Act on Complaints	2	3	0	3	0	2	0	10
Delay in Dispensing Justice	2	0	0	3	3	3	5	16
Transfer	2	0	0	0	0	1	0	3
End-of-Service Benefit	1	0	0	0	0	0	0	1
Payment of Allowance	3	1	1	0	0	1	0	6
Premature Retirement	0	0	1	2	0	0	0	3
Withholding of Documents	2	0	0	1	0	1	1	5
Insurance Claim	1	0	0	0	0	0	0	1

Abuse of Office	10	4	0	4	3	4	6	31
Negligence	1	0	0	1	0	0	0	2
Transfer Grants	2	0	0	0	0	0	1	3
Breach of Agreement	2	1	0	0	0	0	0	3
Unfair Treatment	13	9	1	5	3	2	5	38
Denial of Bail	0	0	0	0	1	0	0	1
unlawful Arrest/Detention	3	7	0	3	0	3	5	21
Manhandling Police	3	1	0	0	0	0	0	4
Destruction of Property	1	0	0	1	1	0	1	4
Compulsory Acquisition of Property	2	0	0	0	0	1	0	3
Discrimination	1	0	1	3	0	0	0	5
Withholding of Certificates	0	0	0	1	0	2	0	3
Others	11	3	0	7	1	11	7	40
Total	105	36	11	45	14	35	44	290

Appendix N: Nature of Corruption Complaints and Corresponding Mode of Closure

NATURE OF CORRUPTION	DECIDED AFTER PRELIMINARY INVESTIGATION	DECIDED AFTER FULL INVESTIGATION	CEASES INVESTIGATION	WITHDRAWN	DECLINE TO INVESTIGATE	LOSS OF INTEREST	TOTAL
Abuse of Office/Power	0	1	1	0	0	1	3
Misappropriation/Embezzlement	8	2	0	0	0	2	12
Fraud	2	1	0	0	2	0	5
Conflict of Interest	0	1	0	0	0	0	1
Extortion of Money	2	2	3	1	0	0	8
Over billing	0	0	1	0	0	0	1
Tax Evasion	0	1	0	0	0	0	1
GRAND TOTAL	12	8	5	1	2	3	31

Appendix P: Regional Distribution of Public Education Activities Organized 2016

REGIONS	HUMAN RIGHTS	ADMINISTRATIVE JUSTICE	ANTI-CORRUPTION	TOTAL
Greater Accra	134	37	41	212
Eastern	294	28	79	401
Volta	208	68	119	395
Ashanti	571	214	238	1,023
Brong Ahafo	360	132	191	683
Central	172	26	48	246
Western	284	72	57	413
Northern	367	136	206	709
Upper East	465	116	122	703
Upper West	296	51	89	436
Tema	89	0	8	97
Obuasi	141	97	102	340
Total	3,381	977	1,300	5,658

Appendix Q: Organogram

