



Together to promote human rights

Activities carried out by the NCHR's Complaints Committee

During the period from January to October 2023

First:

Based on the role played by NCHR's Complaints Committee in dealing with citizens' complaints and the attempt to develop new mechanisms that enable the NCHR to assess the human rights situation based on complaints, and to achieve the basic goals of promoting and protecting human rights, we review the activity report of NCHR's Complaints Committee during that period.

From January until this October:

During that period the committee received 3,766 complaints, which varied between the methods of arriving, as complaints from direct attendance at NCHR's headquarters in Giza and the Settlement amounted to 1,702 "direct interview" complaints, and online complaints came in second place with a total of 1,395 complaints, and ranked In the third, there were 274 complaints via regular mail, and the WhatsApp feature came with a total of 134 complaints in the fourth, while complaints came via fax with a total of 133 complaints in the fifth, and the rest of the complaints were via telegraph and email.

Complaints also varied according to gender, as complaints submitted by men amounted to 2,945 complaints, while complaints submitted by women amounted to 782 complaints, while complaints relating to a group of citizens, known as combined complaints, amounted to 36 complaints.



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Complaints were classified according to rights into civil and political complaints, which amounted to 1,595 complaints, in addition to presidential pardon requests, which amounted to 875 requests, while economic and social rights complaints amounted to 551 complaints. Legal advice, procedures, and redirection were provided to complainants to a number of approximately 300 citizens.

It was dealt with by referring these complaints to the various authorities, with a total of 2,036 complaints issued to the authorities, and 839 responses were received regarding them, and a number of 875 presidential pardon requests were referred.

Second:

A team from the Complaints Committee, in cooperation with other colleagues, participated in taking all administrative measures related to the participation of NCHR, established by Law No. 94 of 2003 and amended by Law No. 197 of 2017, which aims to support, promote, develop and protect human rights and public freedoms and establish the principles of democracy in the country in connection with Article Three of the NCHR Law, which specifies the powers of NCHR in following up on electoral entitlements and referendums in following up on the 2024 presidential elections, and addressing the National Elections Authority in light of the Authority's Resolution No. 22 of 2019 regarding "establishing a database for registering civil society organizations and media coverage", and others to follow up on elections and referendums," and in connection with your esteemed body's announcement of accepting applications, NCHR hopes to authorize NCHR members and employees of the Technical Secretariat of NCHR to follow up on the



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upcoming presidential elections in all its aspects, as the NCHR had previously submitted to your esteemed body and obtained permits to follow up on the presidential elections for NCHR members and employees. The Technical Secretariat approved the issuance of 130 “follower/visitor” permits, and the permit issuance codes were obtained from the Authority and all required data was entered, including photos of cards and a personal photo of the members and employees of NCHR. It is expected soon to receive follow-up permits for the upcoming presidential elections in December 2023.

Third:

NCHR’s Complaints Committee work team held several meetings with the Military Industry Technology Company, which is responsible for NCHR’s servers and the NCHR’s website, and provided the company’s work team with all the information. A form was reached for the application (mobile complaints application) and linked to the electronic complaints program, and a final vision was agreed upon in within the month of September 2023, it is expected to be released publicly and used by citizens to create an application.

Fourth:

A research work team on the file of civil and political rights in NCHR’s Complaints Committee participated with other colleagues with the committee that was formed for this purpose from NCHR members in preparing and drafting the report submitted by the NCHR to the Committee against Torture concerned with the provisions of the Convention against Torture in accordance with the treaty mechanisms of



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the United Nations, and the team worked over the course of In the last three weeks of September 2023, the report was prepared through an extensive collection process of all the data contained in NCHR's 16 annual reports, in addition to informing the work team of the results of the NCHR's project work on the Anti-Torture Unit, the NCHR's complaints related to allegations of torture, the authorities' responses to it, and NCHR's activities.

In this regard, NCHR will prepare an analytical vision for it, and formulate it in the form of an integrated report that expresses the NCHR's vision of the issue of torture and how to adhere to the provisions of the Convention, overcome challenges, and provide solutions that support the role of the state in fulfilling its international obligations, in line with the role and competencies of NCHR approved by the Paris Principles and NCHR's law in Article Three, Paragraph 9.

The research work team finished preparing the report, which contained 63 A4 sheets of paper, and it was presented to the members of the committee who expressed their appreciation for the report. It was requested that the number of papers in the report be reduced to an extent that allows for preserving the context and without prejudice to the content and issues addressed. Accordingly, the research team once again, we implemented what was required and reduced the report to 17 "A4" pages. It was reviewed, translated, and uploaded after the final review by the President of the NCHR on the committee's website on October 1, 2023.



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Fifth:

The work team of NCHR's Complaints Committee held a workshop held at NCHR's headquarters in the Assembly on September 27, 2023, on (In order to effectively combat the crime of torture and cruel treatment), with the participation of NCHR's civil, political, and legislative committees and attended by a number of judges, experts, and representatives of a number of civil society organizations and a number of From the members and secretaries of the committees participating in the workshop and from the technical secretariat of the council committees, and the workshop ended.

Preparing the final statement and formulating recommendations issued by the workshop sessions.

Sixth:

The field tours of the "mobile units" carried out by the NCHR's Complaints Committee work team during that period:

Agenda of the field tour carried out by mobile units during the months of May - August 2023			
May 2023			
*The Complaints Committee carried out a field tour for its work team in Aswan Governorate during the period from May 21-25, 2023, by holding meetings with the Governor	Aswan	Mr. Mahmoud Bassiouni Member of the Council	Report attached The field tour that took



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<p>of Aswan and executive officials within the governorate who are concerned with dealing with citizens' complaints and determining the quality of services provided to citizens within the governorate, as well as to introduce the role and work mechanisms of the Complaints Committee. Council and exchange experiences with them.</p> <p>* A number of care homes were visited and the most important problems and challenges they face were identified</p>		<p>and Deputy Secretary of the Committee Mr. Nabil Shalabi In addition to a team of researchers from the Complaints Committee work team</p>	<p>place in the governorate included the most important observations, suggestions and recommendations</p>
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August 2023

<p>*This tour came within a joint plan with the relevant NCHR committees, including the Training Committee, the Culture Dissemination Committee, and the Economic Committee, and a number of NCHR members and secretaries of those committees participated in it, in</p>	<p>Alexandria</p>	<p>Mr. Mahmoud Bassiouni Member of the Council and Deputy Secretary of the Committee Mr. Nabil Shalabi Researchers from the</p>	<p>This tour came within a joint plan with the relevant Council committees, including the Training Committee, the Culture Dissemination Committee, and the Economic Committee, and a number of Council members and</p>
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<p>addition to researchers in those committees with the Complaints Committee work team.</p> <p>Report attached.</p>		<p>Complaints Committee work team</p>	<p>secretaries of those committees participated in it, in addition to researchers in those committees with the Complaints Committee work team.</p> <p>The report is attached</p>
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