

COMMISSION FOR HUMAN RIGHTS AND GOOD GOVERNANCE



TRAINING WORKSHOP REPORT ON

“Ombudsman Anglophone African Institutions Administrative Investigation”
Under the Cooperation of the Commission for Human Rights and Good Governance, and
International Ombudsman Institute (IOI),

2-4 January, 2014

JB Belmont Hotel, Dar Es Salaam, TANZANIA

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Anglophone African Ombudsman Institutions Investigation Officers Training Report

Basic Data of the Training

The training title was Accountability, Transparency and Rule of Law. The training was organized by Commission for Human Rights and Good Governance (CHRAGG) an independent government department through the IOI subsidy. The three day training was attended by twenty one investigation officers from Anglophone African Ombudsman Institutions namely; Kenya, Malawi, Lesotho, Nigeria and Tanzania. The training was conducted from 2nd – 4th January, 2014 at JB Belmont Hotel in Dar es Salaam, Tanzania.

It was facilitated by instructors from the High Court of Tanzania Hon. Robert Makaramba, Miss. Asina Omari a Lawyer with 10 years working experience as a legal officer, legal advisor, teaching and researching in law specializing in women and children's issues as well as International Law and Human Rights. Mr. Charles Kenyela Senior Assistant Commissioner of Police from the office of the Director of Criminal Investigation Department (DCI) in the Tanzania. And Mrs. Epiphania Mfundo a consultant in human rights, behavior changes, governance, capacity building and social impact assessment.

Implementation of Training Activities

The following topics were extensively covered through presentation and open discussions:- the developing role of the Ombudsman, Ombudsman and the law, Ombudsman and human rights, Accountability and Investigation Skills– an Introductory remarks, Planning effective investigations, Evaluating evidence, Advanced interviewing practice, Mediation/conciliation skills, Deciding to launch a systemic investigation, Methodologies for systemic investigations and Presentation on the media and systemic investigation.

Also during the training, various methods were used including group work assignments, lectures, presentations and case studies. Training materials were provided to include handouts, training manual, and power point presentations for effective facilitation. Facilitators were all locals. The training location was done by CHRAGG while selection of participants were done by individual ombudsman institutions and gender balance was as well considered that thirteen (13) were male and eighth (8) were female.

Analysis of results

Course participants have gained extensive subject knowledge and become familiar with training topics on investigation procedures and techniques, planning, conducting inspection and reporting, as well as to provide them with contextual information (history and ombudsman role development). Particular emphasis was placed on developing their investigation skills through group exercises and practical assignments. Participants learned by doing, and were given feedback on their performance on each occasion. During group exercises, several checklists were prepared on investigation, planning, inspection and systemic investigation, which can be used in subsequent trainings.

It is to be expected that the training participants will be able to apply the knowledge and skills gained to improve their performance, but the long-term impact of this training will depend on their commitment and ability to use and disseminate the lessons learnt. Given the scope of the training, which covered all aspects envisaged in the training proposal, we are confident that the participants' capacity has been improved. Moreover, participants can rely in their work on the various checklists developed during the training, and they now have the skills and tools to standardize work procedures and adopt more efficient processes.

Participants have learnt the evolution role of ombudsman institution works, how to conduct and write investigative reports and how and when to plan for the systemic investigation to bring about accountability and transparency in government and to non state actors. Through practical exercise they have gone through all the essential steps of handling and investigating complaints and reporting thereon.

Other relevant Information

The success of the training can be attributed to the Good organization and cooperation with the Ombudsman Institutions and the qualified experts with extensive knowledge and experience in the subject matter. Their flexibility and sensitivity to the needs of the participants and the level of understanding of the same has also been a positive factor. On the other hand the knowledgeable, enthusiastic and active participants, who have been encouraged and keen to seek clarification and to express their opinion during discussions was the positive success to this training. The daily

monitoring and provision of constant feedback on the training sessions by participants contributed positively to this training as well.

The implementation of the lessons learned is yet to follow. Depending the openness and commitment of the participants and their organisations, the training can have a significant impact. We have been assured that upon return, presentations and training sessions for colleagues will be organised. The participants will have the opportunity to share the newly acquired knowledge and skills with others. We believe this training has laid a good foundation for improved working knowledge of the participants, who have acquired significant new skills. Follow-up training to strengthen the acquired knowledge and skills is still highly recommended.

The familiarization event was attended by all trainees and CHRAGG Management Staff which aimed at exchanging ideas and took an opportunity for knowing each other.

The List of Participants

S/N	Name of the Participants	Gender	Position	Country
1	Hon. Regina G. Mwatha	Female	Vice Chairperson	Kenya
2	Sarah Nayeja	Female	Deputy Director – Legal Services	Malawi
3	Robert Lyela	Male	Principal Investigation officer	Tanzania
4	Leboea P. Letele	Male	Principal Investigation officer	Lesotho
5	Mariam Kulngwa	Female	Investigation officer	Tanzania
6	Korir Peter	Male	Investigation officer	Kenya
7	Ayuob Msendo	Male	Principal investigation Assistant	Tanzania
8	Nankyer Irene chuwang	Female	Investigation officer	Nigeria
9	Halfan Botea	Male	Enquiry Assistant	Tanzania
10	Sylvia Chelogi	Female	Investigation officer	Kenya

11	Raphael Mavunde	Male	Principal Investigation officer	Tanzania
12	Leshapa G. Tsonane	Male	Investigation officer	Lesotho
13	Fadhili Mganyizi	Male	Enquiry Officer	Tanzania
14	Francis Leki	Male	Investigation officer	Kenya
15	Pontian Kitorobombo	Male	Principal investigation Assistant	Tanzania
16	Lilian Makame	Female	Enquiry Officer	Tanzania
17	Vivian Method	Female	Enquiry Officer	Tanzania
18	Julius Mayala	Male	Senior Enquiry Officer	Tanzania
19	Ritha Malisa	Female	Enquiry Officer	Tanzania
20	Said Rashid	Male	Enquiry Officer	Tanzania
21	Mbarak Husein	Male	Enquiry Officer	Tanzania

Secretariat

The secretariat of four CHRAGG Staff lead by the Director of Administrative Justice Ms.Fatuma Muya, Mr. Vincent Mbombo, Mr. Musa M. Mussa and Miss Devotha Muliliye facilitated the logistics and preparation of the Training.