



Report

on the observation conducted in 6 police departments in Lori region on October 29, 2009 and on the problems revealed

This report presents the results of the observation held by HCA Vanadzor in Vanadzor, Bazum, Spitak, Stepanavan, Tashir and Tumanyan police departments of Lori Region.

The observation was held by the international organization "Altus Global Alliance" within the framework of a project implemented in 16 countries.

HCA Vanadzor asked RA Police for permission. The observations were held without any obstacles.

The evaluation papers were the tools of the monitoring worked out by the international organization "Altus Global Alliance" which have the following criteria:

- citizens' access to services
- keeping the principles of work with citizens, including principles related to questioning, confidentiality of citizens' data and equality of everyone before the law
- accountability of police before the public
- working conditions of police officers, including technical resources
- detention conditions

Citizens' Access to Services Provided by the Police Department

According to the observation results, the possibility to make use of the services delivered by the abovementioned police departments is assessed as satisfactory, though there are concerns about the following issues:

- Though all the police departments where observation was conducted are in the central parts of the town, there are no signs showing where they are situated.
- The citizens are not received in special waiting rooms.
- There are no samples of applications, announcements, appeals posted on the walls
- In the police departments the citizens are not provided with professional, psychological, legal, consultation and there are no social workers.
- The order of submitting applications, announcements, appeals and the order of their examination, the applicants' rights are posted in the departments of Tumanyan, Stepanavan and Spitak.
- In all the departments there are guidelines posted on the receiving hours and dates, the places of employees' rooms, as well as the map of the building and announcements about people wanted.
- In Vanadzor department an information leaflet is posted on the rights and responsibilities of the detained and arrested and in Spitak department, they also have posted the rights and responsibilities of their relatives.
- In the temporary detention place of Bazum department there is insufficient light
- The temporary detention place of Spitak was dirty and there was unpleasant smell
- The observed police departments have not conditions for disabled people.

Accountability of the Police before the Public

There is no information in the police departments on the implemented actions, work, and their results, in particular, on the criminal cases brought at a certain time, on cases submitted to the court, the crimes revealed, the quantity of cases, the number and character of crimes committed.



There is no information (results of social survey) posted on to what extent the public is satisfied with the work of a certain police department.

Confidentiality of Citizens' Data and Keeping the Principles of Equality of Everyone before the Law

There are no separate rooms for questioning the citizens. According to the current practice all the questionings (of the suspects, witnesses, victims) are done in the investigator's rooms, where other police employees can enter any time. It is only in Tumanyan police department that there is a separate room for questioning the children.

The suspects meet with the witnesses in the same room, which means that the confidentiality of witnesses is not ensured and there is the problem of their security. Male investigators do the questioning of the victims of rape and domestic violence. The female employees are involved only in the personal examination of the female.

Working Conditions of Police Officers, Including the Current Technical Resources

The conditions of the building (repair, furnishing, working conditions) are assessed as insufficient. The best conditions are in Tumanyan police department. The working conditions in Tashir department are very insufficient as about nine employees work in the same room.

Except for Stepanavan and Tumanyan departments, in the other ones not all the rooms are equipped with computers, the furniture and equipment is old, there is no system of airing, it is done mainly through the windows.

Though Stepanavan department was repaired a year ago, the toilets are in bad conditions, they are of Asian style and are outside the building.

Vanadzor police department needs serious repairing, there is need for new equipment and furniture and other technical resources. The sanitary hygienic conditions are insufficient, which is the same in Spitak police department.

Except for Stepanavan police department in all the others the toilets are not separate for men and women.

There is no central heating system in Vanadzor, Bazum, Stepanavan and Tashir police departments, they have only electric heaters.

Detention Conditions

Detained people are not kept in Bazum and Stepanavan departments, but they are brought to Vanadzor department. The detention place in Stepanavan police department was once in the basement of the building and now the conditions are very bad. In all the police departments the rights and responsibilities of the detained are posted on the doors of the cells. In Vanadzor department there is also posted the list of things permissible for the detained, the daily schedule, the phone number of the hot line, and the names of the members of public monitoring group at RA Police departments.

The daily schedule was not posted in Tashir department.

There are meeting rooms only in the detention places of Spitak, Tashir and Alaverdi police departments.



The toilets are outside the detention cells in Vanadzor, Spitak, and Tumanyan police departments. Though there is water supply in Tumanyan department the tap is out of order, therefore the detained cannot have a bath. The sanitary hygienic conditions are assessed satisfactory except for the detention place in Spitak department.

Conclusion

There is concern about the following issues:

- there are no signs or billboards showing the place of police departments
- there are no waiting rooms for the citizens in the police departments
- not in all the departments samples of applications, announcements, appeals are posted
- the citizens are not provided with professional, psychological, legal, consultation
- there is no institute of accountability before the citizens
- the conditions of questioning do not ensure confidentiality for the witnesses and their future security
- the working conditions in Vanadzor and Tashir departments are unfavourable, the furniture and equipment is old, there is need for more computers and other technical resources
- there are no relevant conditions for the detained in Bazum and Stepanavan departments

Recommendations

to community heads

- to put up signs showing where the police departments are situated
- to allocate some space in the community for posting information on the work (on the criminal cases brought at a certain time, on cases submitted to the court, the crimes revealed, the quantity of cases, the number and character of crimes committed) of the police department

to the Head of RA Police

- to provide the police departments with separate waiting rooms for the citizens
- to have in all the waiting rooms samples of applications, announcements, appeals posted on the walls
- to ensure access to the information on the work (on the criminal cases brought at a certain time, on cases submitted to the court, the crimes revealed, the quantity of cases, the number and character of crimes committed) of the police department once a month

to RA Government

- to allocate funding for creating relevant conditions which could ensure confidentiality of witnesses and their future security during questioning
- to allocate funding to Vanadzor and Tashir departments for improving their working conditions and obtaining new resources, computers and other technical resources
- to allocate funding to Stepanavan department for creating relevant conditions in the detention places
- to allocate funding for having a psychologist, social workers and ensuring legal, psychological and social consultation for citizens.