

**MPTF OFFICE GENERIC FINAL PROGRAMME NARRATIVE REPORT**  
**REPORTING PERIOD: 10 OCTOBER 2014 TO 31 DECEMBER 2017**

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| <p><b>Programme Title &amp; Project Number</b></p> <ul style="list-style-type: none"> <li>Programme Title: <i>Supporting National Human Rights Institutions as per International Treaty Bodies and UPR Recommendations</i></li> <li>Programme Number <i>00080943/00090440</i></li> <li>MPTF Office Project Reference Number: <i>00093083</i></li> </ul>  | <p><b>Country, Locality(s), Priority Area(s) / Strategic Results</b></p> <p><i>Country/Region: Republic of Moldova</i></p>  |
| <p><b>Participating Organization(s)</b></p> <ul style="list-style-type: none"> <li>Office of the United Nations High Commissioner for Human Rights (OHCHR)</li> <li>United Nations Development Programme in Moldova (UNDP)</li> </ul>  | <p><i>Priority area/ strategic results: UNPF 2013-2017</i><br/><i>Pillar 1: Democratic Governance, Justice, Equality and Human Rights</i><br/><i>Outcome 1.3: State bodies and other actors effectively promote and protect human rights, gender equality and non-discrimination, with particular attention to the marginalized and the vulnerable.</i></p>   |
| <p><b>Programme/Project Cost (US\$)</b></p> <p>Total approved budget as per project document: 1,710,612</p> <p>MPTF /JP Contribution:</p> <ul style="list-style-type: none"> <li><i>OHCHR 322,593.23</i></li> <li><i>UNDP 1,370,914.50</i></li> </ul> <p>Agency Contribution</p> <ul style="list-style-type: none"> <li><i>In-kind contribution OHCHR 40,000</i></li> <li><i>In-kind contribution UNDP 63,000</i></li> <li><i>UNDP Contribution - 18,703.32</i></li> </ul> | <p><b>Implementing Partners</b></p> <ul style="list-style-type: none"> <li>Ombudsperson Office</li> <li>Equality Council</li> </ul>   |
| <p>Government Contribution</p> <p><i>In-kind contribution Ombudsperson Office USD10,000/ In-kind contribution Equality Council USD10,000</i></p> <p>Other Contributions (donors) <i>N/A</i></p> <p><b>TOTAL:</b></p>   | <p><b>Programme Duration</b></p> <p>Overall Duration <i>39months</i><br/>Start Date: <i>October 2014</i></p> <p>Original End Date: <i>September 2016</i></p> <p>Actual End date<sup>1</sup> <i>December 2017</i></p> <p>Have agency(ies) operationally closed the Programme in its(their) system? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Expected Financial Closure date: <i>ecember 2018</i></p> |
| <p><b>Programme Assessment/Review/Mid-Term Eval.</b></p> <p>Evaluation Completed</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Date: <i>dd.mm.yyyy</i></p> <p>Evaluation Report - Attached</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Date: <i>dd.mm.yyyy</i></p>   | <p><b>Report Submitted By</b></p> <ul style="list-style-type: none"> <li>Name: <i>Evghenii Golosceapov</i></li> <li>Title: <i>Justice and Human Rights Programme Analyst</i></li> <li>Participating Organization (Lead): <i>UNDP</i></li> <li>Email address: <a href="mailto:evghenii.golosceapov@undp.org">evghenii.golosceapov@undp.org</a></li> </ul>  |

<sup>1</sup> If there has been an extension, then the revised, approved end date should be reflected here. If there has been no extension approved, then the current end date is the same as the original end date. The end date is the same as the operational closure date which is when all activities for which a Participating Organization is responsible under an approved MPTF / JP have been completed. As per the MOU, agencies are to notify the MPTF Office when a programme completes its operational activities. Please see [MPTF Office Closure Guidelines](#).

## **FINAL PROGRAMME REPORT FORMAT**

### **EXECUTIVE SUMMARY**

This report focuses on the implementation of the Project “Supporting National Human Rights Institutions as per International Treaty Bodies and UPR Recommendations” between October 2014 and December 2016 and on the main results achieved in line with the proposed goals. The project was designed to improve the capacities of Moldovan National Human Rights Institutions (NHRIs) - Ombudsperson Office and Equality Council - to effectively protect and promote human rights, equality and non-discrimination in the Republic of Moldova with particular attention to women, minorities, marginalized and vulnerable groups.

To achieve this goal, the project first of all strengthened the environment for the Ombudsperson Office and Equality Council. This was done, among others, by supporting comprehensive analyses of laws and practices pertaining to NHRIs, which served and will continue to serve as a basis for changing the legal framework and improving NHRIs performance in fulfilling their mandate. Secondly, the project provided support in producing new data and updating the existing one on the *de facto* situation of human rights and discrimination in the country (“Study on Equality Attitudes and Perceptions in the Republic of Moldova”, “Study on Perceptions of Human Rights in the Republic of Moldova”). This data should inform the elaboration of new national human rights policies in the country.

The project further focused on strengthening the capacities of the two NHRIs in fulfilling their respective mandates, by engaging international, regional and national experience, expertise and good practice, supporting the improvement of management and diversity in the two institutions, as well as making their work more accessible and known to the public. With this regard, the staff of the two NHRIs was involved in international events, training workshops and study visits and comprehensive thematic training activities within the country. The institutions benefited from expert assistance in improving their management and planning, as well as from training and technical support in increasing their efficiency and quality of work. Their work has been made more accessible to the public by ensuring that their decisions and communication materials are available in minority languages.

A third component of the project sought to maximize NHRIs’ powers to act on human rights issues and cases. For this to happen, strategic human rights and equality issues were prioritised by NHRIs with the support of the project, and pro-actively acted upon throughout the project implementation (issues like discrimination cases, Roma rights, right to health, among others). Besides, the NHRIs were provided with methodological support and training on human rights mainstreaming into policy and law-making, including a methodology for reviewing the impact of legislation and policies on equality and human rights. NHRIs’ capacities to monitor the implementation of the UPR recommendations have also been strengthened and led to full engagement of NHRIs and their partners in the UPR processes during Moldova’s second UPR cycle.

The project managed to contribute to change in attitudes among the general public on human rights and discrimination issues, through strategic public awareness campaigns, as well as to increase the transparency, accountability and visibility of the NHRIs through public relations interventions.

Finally, through two grants programmes, the project engaged the Civil Society and the Mass Media in strengthening cooperation with NHRIs and advancing human rights and equality at the grass roots level.

## I. Purpose

The overall goal of the project was to contribute to the effective protection and promotion of human rights, equality and non-discrimination in the Republic of Moldova with particular attention to women, minorities, marginalized and vulnerable groups. The project sought to catalyze the emergence of the strongest possible independent national human rights institutions for Moldova – Ombudsperson Office and Equality Council – and to increase their focus around core strategic human rights goals to maximize their impact. The project aims to build the capacities, independence and empowerment of the two institutions to maximize their impact in mainstreaming human rights and equality, including gender equality, in acting on strategic issues and for the resolution of individual cases. There were three expected outputs:

- Environment for the Ombudsperson Office and Equality Council strengthened;
- Organizational capacities and sustainability of the Ombudsperson Office and Equality Council strengthened;
- Ombudsperson Office and Equality Council powers maximized to act to Moldova's premiere national human rights institutions.

## II. Assessment of Programme Results

### i) Narrative reporting on results:

#### **Expected programme Output # 1: Strengthened environment for the NHRIs.**

*Baseline: B1. No clarity to what extent the relevant NHRIs' legislation is in compliance with international standards and recommendations;*

*Indicator: I1: Identification of gaps in the NHRIs legislation in-line with the international standards and recommendations;*

*Target: T1: Gaps in the NHRIs legislation in-line with the international standards and recommendations identified;*

Both NHRIs and national stakeholders were provided with comprehensive analyses of the normative framework and practices of NHRIs, in line with the expected outputs of the programme. The findings and recommendations provided via these analyses will serve as basis for further contributions to the improvement of legislation by NHRIs in 2017. In this context, an **analysis of the decisions of the Equality Council and of the domestic courts on discrimination issues** was carried out, which looks also into the national anti-discrimination mechanism and provides comprehensive recommendations to relevant stakeholders. This analysis was publicly discussed on 24<sup>th</sup> October 2016 with the most relevant actors working in the field (29 participants: 15 women and 14 men) who are in a position to consider those recommendations for further changes (further disseminated in Romanian (100 copies), Russian (50) and English (30)). Due to the excellent coordination among stakeholders working in anti-discrimination field, 2 more analyses of the **Law No. 121/2012 on Ensuring Equality** and **Law No. 298 on the activity of the Equality Council** were carried out by the Council of Europe and Legal Resources Centre from Moldova, so as to complement the work done so far within the present project.

As result of all these analyses conducted and public discussions held, the gaps in the NHRIs legislation were identified and, most importantly, acknowledged by all relevant parties, including NHRIs. Starting with 2017 both NHRIs are planning to establish joint **working groups** to initiate the drafting of the proposals for legal amendments based on the findings and recommendations provided in the analyses bellow. The project staff will also act as members of the working group, as well as will support further the NHRIs with advocacy actions towards the Government and the Parliament.

Both NHRIs staff strengthened their understanding and awareness about the importance of the accreditation procedure of the NHRIs by the Global Alliance of National Human Rights Institutions (GANHRI), the ex-

ICC, and have been substantially prepared for further application in 2017. In the context, a series of concrete actions have been taken in support to both NHRIs:

- The Status application package was translated into Romanian and provided to both NHRIs with relevant expert advice on its contents and methods of filling-in;
- 1 two-days training on UN guiding principles for NHRIs' mandate, especially Paris Principles and Belgrade Principles, was conducted on 18-19 April 2016 for about 26 staff (18 women and 8 men) from the People's Advocate Office and 2 staff (2 women) from the Equality Council<sup>2</sup>. Clear expert guidance was offered by the OHCHR Geneva staff during the training on the A-Status application procedure and how-to fill-in the application form/package;
- 1-day training on "The role of NHRIs in monitoring of the implementation by the state of UN Recommendations" was conducted on 24<sup>th</sup> of November 2016 with participation of 19 staff (13 women and 6 men) from the People's Advocate Office and 5 staff (all women) from the Equality Council;
- In addition, one Guidelines Methodology for Moldova's NHRIs on the Monitoring of Implementation of Recommendations from UN Mechanisms was developed and provided in both, Romanian and English languages.

In 2017 the People's Advocate Office plans to apply to GANHRI for A-Status accreditation, while the Equality Council explores the possibility to apply for a B-Status (as it cannot hold an A-Status due to its' limited mandate to anti-discrimination only). The programme staff will continue further the assistance to both NHRIs with the accreditation procedures during 2017.

**Baseline:** B2. Data on the public perceptions on human rights and attitudes giving rise to discrimination is outdated or otherwise insufficient; adequacy and conformity of judicial or quasi-judicial decisions vis-à-vis international law requirements inadequately known.

**Indicator:** I2: Updates to the data on public perceptions on human rights, attitudes giving rise to discrimination and conformity of implementation of law in the relevant areas.

**Target:** T2: Data on public perceptions on human rights, attitudes giving rise to discrimination is updated and publicly available.

Thanks to the project support, both NHRIs contributed substantially to producing new data and updating the existing one on the *de facto* situation of human rights and discrimination in the country, including people's perceptions, especially those from the most vulnerable and marginalized groups. In the context, reliable data was provided to decisions makers and the public at large via:

- The first ever "Study on Equality Attitudes and Perceptions in the Republic of Moldova"<sup>3</sup> elaborated and publicly discussed during a public event on 1<sup>st</sup> December 2015<sup>4</sup> and widely disseminated to the national stakeholders (230 copies, out of which 150 - Romanian, 50 - Russian and 30 - English). The discussion about the findings and recommendations were held with active participation of MPs, public officials, development partners, representatives of civil society and diplomatic missions accredited in the Republic of Moldova (about 39 participants: 28 women and 11 men). The event was covered by mass-media, with the participation of 6 mass-media representatives (3 women and 3 men) at the event. The Equality Council and the public at large was also provided with a comprehensive power point presentation<sup>5</sup> that summarizes the main information from the study, for further dissemination and daily use;

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<sup>2</sup> <http://md.one.un.org/content/unct/moldova/en/home/presscenter/press-releases/mbudsman-personnel-strengthened-their-knowledge-of-the-principle.html>

<sup>3</sup> <http://md.one.un.org/content/unct/moldova/en/home/publications/joint-publications/studiul-privind-percepiile-i-atitudinile-fa-de-egalitate-in-repu.html>

<sup>4</sup> <http://egalitate.md/index.php?pag=news&id=832&rid=880&l=ro>

<sup>5</sup> <http://md.one.un.org/content/unct/moldova/en/home/publications/joint-publications/studiul-privind-percepiile-i-atitudinile-fa-de-egalitate-in-repu.html>

- The first ever “*Study on Perceptions of Human Rights in the Republic of Moldova*”<sup>6</sup> elaborated and publicly discussed during an event held on 19 July 2016,<sup>7</sup> and widely disseminated to the national stakeholders (400 copies, out of which: 270 - Romanian, 70 - Russian and 60 - English). The discussion about the findings and recommendations were held with active participation of MPs, public officials, development partners, representatives of civil society and diplomatic missions accredited in the Republic of Moldova (about 69 participants: 50 women and 19 men). The event was covered by mass-media, with the participation of about 19 mass-media representatives at the event. In addition, 4 sets of infographics reflecting the main findings of the study were elaborated and widely disseminated via a social media campaign during November-December 2016, with a reach of 38,240 people.

Both studies serve as basis for further elaboration of the new national human rights policy, as well as being widely used by national stakeholders in the elaboration of national programmes and projects on human rights protection and combating discrimination in the Republic of Moldova.

Due to the continuous support of the project, the voice of both NHRIs was widely heard during 2016 via public discussions on the most pressing human rights issues identified in the annual reports of both institutions, as follows:

- The Annual Report on Human Rights for 2015 of the Ombudsman<sup>8</sup> was publicly discussed on 29<sup>th</sup> of March 2016,<sup>9</sup> with participation of 41 representatives from central and local public institutions (28 women and 13 men), 11 representatives of international organizations and embassies (8 women and 3 men), 17 civil society and human rights activists (7 women and 10 men), and actively covered by about 18 mass-media representatives. 500 copies of the report were printed in Romanian, Russian and English and disseminated to relevant national actors. In addition, 500 copies of the brochure in Romanian, Russian and English, reflecting the activity of the office, were disseminated at the event;
- The same report of the Ombudsman was further publicly heard on 13<sup>th</sup> of April 2016 during the weekly meeting of the Committee for Human Rights and Interethnic Relations;<sup>10</sup>
- The Equality Council General Report on the situation in preventing and combating discrimination in the Republic of Moldova for the year 2015<sup>11</sup> was publicly discussed on 3<sup>rd</sup> June 2016, with participation of about 50 representatives (17 men and 33 women) from central and local public institutions, international organizations and embassies, civil society and human rights activists.<sup>12</sup> The event was covered by 4 mass-media representatives (2 men and 2 women).<sup>13</sup> 200 copies of the report in Romanian, Russian and English were printed-out and disseminated to relevant national actors. In addition, 2400 copies of infographics were printed-out and disseminated at the event.

Despite the continuous joint efforts made in order to have heard the NHRIs annual reports in the plenary session of the Parliament, unfortunately this did not happen due to a series of unforeseen circumstances, mainly due to the political instability in the country throughout the 2015 and insufficient will of the MPs to be engaged in such exercise as one of the main priorities in their agenda.

<sup>6</sup> <http://md.one.un.org/content/unct/moldova/en/home/publications/joint-publications/perceptions-of-human-rights-in-the-republic-of-moldova.html>

<sup>7</sup> <http://md.one.un.org/content/unct/moldova/en/home/presscenter/press-releases/the-economic--social-and-cultural-rights-are-the-most-violated-d.html> , <http://www.ombudsman.md/ro/content/drepturile-economice-sociale-si-civile-ale-persoanelor-sint-cel-mai-des-incalcate-ultimii>

<sup>8</sup> [http://www.ombudsman.md/sites/default/files/document/attachments/report\\_2015\\_engl.pdf](http://www.ombudsman.md/sites/default/files/document/attachments/report_2015_engl.pdf)

<sup>9</sup> [http://md.one.un.org/content/unct/moldova/en/home/presscenter/press-releases/situa\\_ia-drepturilor-omului-in-republica-moldova-nu-s-a-imbuntit.html](http://md.one.un.org/content/unct/moldova/en/home/presscenter/press-releases/situa_ia-drepturilor-omului-in-republica-moldova-nu-s-a-imbuntit.html) ; <http://www.ombudsman.md/ro/content/prezentarea-publica-raportului-cu-privire-la-respectarea-drepturilor-omului-republica>

<sup>10</sup> <http://md.one.un.org/content/unct/moldova/en/home/presscenter/press-releases/public-hearings-of-annual-report-submitted-by-the-peoples-advoca/>

<sup>11</sup> <http://egalitate.md/media/files/Raport%20general%202015.pdf>

<sup>12</sup> <http://egalitate.md/index.php?pag=news&id=832&rid=1229&l=ro>

<sup>13</sup> <http://www.jurnal.md/ro/social/2016/6/3/consiliul-pentru-prevenirea-si-eliminarea-discriminarii-si-asigurarea-egalitatii-si-a-prezentat-raportul-pentru-2015/> , <https://www.privesc.eu/arhiva/67410/Prezentarea-raportului-general-privind-situatia-in-domeniul-prevenirii-si-combaterii-discriminarii-in-Republica-Moldova-pentru-anul-2015>

## **Expected programme Output # 2: Strengthened organisational capacities and sustainability of the NHRIs.**

**Indicators:** I1. Number of EqC decisions accessible for linguistic minorities;  
I2. Decrease in the backlog of the EqC's cases.

**Baseline:** B1. Only 2 EqC decisions are accessible for linguistic minorities;  
B2. EqC has a backlog of 46 cases.

**Targets:** T1. At least 40 EqC decisions are accessible for linguistic minorities;  
T2. EqC's backlog 50% proportionately decreased.

The project resulted in increased capacities, sustainability and accessibility of the two NHRIs, through multilevel interventions aimed at (1) transferring international, regional and national experience, expertise and good practice to the Moldovan NHRIs, (2) supporting the improvement of management and diversity in the two institutions, (3) building effective case management within the institutions as well as (4) making their work more accessible and known to the public.

### *Increased capacities of staff through exposure to the regional/international experience of Ombudsman Institutions and Equality Bodies*

As part of the project, the staff of the two NHRIs participated in 9 international training courses and international events as well as in 3 study visits.<sup>14</sup> As a result, 23 members of the staff of the two institutions (11 of the Equality Council and 12 of the Ombudsperson's Office; 18 women and 5 men) were exposed to first-hand international expertise in various areas of their mandates. Following study visits, the NHRIs staff improved their skills and knowledge on among others: improving public services and promoting good governance; handling complaints and dispute resolution; establishing remedies for victims of discrimination; raising public awareness in national contexts and engaging in advocacy; fund-raising and project management; conducting research and publishing studies related to human rights; human rights monitoring. They learned about the most important processes of institutional development and management of their counterparts and used the lessons learned in their own strategic development efforts. Thematically, the NHRI staff improved their capacities for, among others, addressing pregnancy-related discrimination and absence of work-life balance measures; promoting, protecting and advancing the status and legal protection of ethnic minorities and foreigners as well as equality, non-discrimination and good ethnic relations; protecting equality and human rights on matters related to gender and gender minorities; ensuring compliance with the rights of persons with disabilities etc.

Importantly, these activities resulted in new and improved communication between NHRIs and their counterparts in other countries and in strengthened networks of cooperation and exchange of good practices. The most important indicator of the success of these interventions is the fact that NHRIs are integrating the lessons learned in the study visits, meetings and trainings into their everyday work and into the process of institutional development, as shown, for example, by the fact that these lessons learned were used as input in developing strategic plans.<sup>15</sup>

### *Better qualification of staff on human rights and equality issues*

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<sup>14</sup> See Annex 1 - Study visits, international training courses and events.

<sup>15</sup> See Annex 2 - Study Visits - Lessons Learned (Romanian), synthesis made for the Ombudsperson's office strategic planning meeting.



The capacities of Ombudsperson Office and Equality Council to protect and promote human rights on specific human rights standards were further strengthened by providing comprehensive training courses for their staff, while the powers of these institutions to act as Moldova's premiere human rights authorities were strengthened by developing training capacities in the two institutions.

In particular, the staff of the NHRI benefited from specialized, needs-based courses provided by international experts and, as a result, improved their knowledge on specific human-rights topics (the report on the training indicates a general improvement in the knowledge and capacities of the trainees).<sup>16</sup> The courses were delivered by the College of Europe. By July 2016, 12 three-day training courses were organized, building the capacities of 21 NHRIs staff (18 women, 3 men) on topics ranging from general principles of international public law, the UN human rights system and general non-discrimination issues, to specific human rights and issues like the rights of persons with disabilities, sex, gender and age issues, minority rights, freedom of expression, human rights and development, etc.<sup>17</sup>

Following the completion of the training modules, a Training of Trainers (ToT) was organized for selected staff of the NHRIs. As a result, 10 persons (7 women, 3 men) benefited from high-quality orientation on how to conduct, organize, teach, and evaluate a training. This allowed for developing within the NHRIs appropriate capacities for them to act as premiere national Human Rights actors in Moldova able to function as training resources for Moldovan authorities. To ensure the sustainability of these activities and maximize the role of the two NHRIs as central human rights actors, nine (pilot) two-day training courses for representatives of various key stakeholders (both state authorities and civil society representatives) have been delivered by the NHRI staff, under the supervision and with the guidance of the College of Europe trainers. As a result, the selected staff persons of the two NHRIs were able to affirm the role of their respective institutions as principal actors in the human rights area in Moldova, holding the necessary expertise and know-how for guiding other national institutions, while also receiving valuable feedback from their coaches on the improvement of their training activities in the future.

### *Improved management and diversity in NHRIs*

The project also led to important improvements in the institutional management and development of the two NHRIs making them more sustainable and organizationally efficient.

By employing the expert knowledge of a National Consultant (woman)<sup>18</sup> on the institutional development of the Ombudsperson's Office, the project managed to contribute to:

- A clear delimitation of the role, functions and mandate of the subdivisions of the Ombudsperson's Office that avoids overlaps and ensures fair distribution of tasks;
- Development, standardization and integration of operational planning tools for different levels - Ombudsperson's Office, subdivisions and individual staff - based on a mixed model combining Management by Objectives and Results-Based Management, and with the use of performance indicators;
- Ensuring the organizational transparency with regards to administrative documents, standardizing internal working processes and documents;
- Strengthening the managerial capacities of the top and middle management through the use of managerial tools for operational planning, organization and coordination of work, performance assessment and staff motivation;
- Strengthening the internal human resources management system through the standardization and implementation of instruments in the fields of recruitment, staff training needs assessment and job satisfaction assessment;<sup>19</sup>

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<sup>16</sup> Annex 3 - Final Report on College of Europe Training Programme

<sup>17</sup> For full list of topics, see Annex 3 - Final Report on College of Europe Training Programme, p. 4.

<sup>18</sup> <http://www.undp.md/jobs/jobdetails/1042/>

<sup>19</sup> See full report of the consultant in Annex 4 – Final Report

- Developing a results-oriented organizational culture, with a participatory leadership by promoting a system of key performance indicators at all level, managerial coaching and management training;
- Promoting and integrating diversity and human rights principles in the internal organizational management policies/procedures: job descriptions, vacancies, etc.

Similarly, by contracting a National Consultant (woman) on institutional management and administration of the Equality Council,<sup>20</sup> the project managed to improve the institutional management of the Council. In particular:

- The Equality Council has developed an internal procedure for drafting their Annual General Report on the situation in preventing and combating discrimination;
- Council subdivisions' Activity Reports have become more analytical and less formal and an internal procedure on planning is put into place;
- The Action Plans targets and indicators have become more realistic;
- Staff, were actively involved in the planning exercises and have reported strengthening their planning skills;
- An internal mechanism for developing internal working regulations and guides, which serves as guidance and standardization manual and allows optimization of developing procedures, internal instructions on specific operational processes has been put in place;
- Diversity and human rights principles were integrated in the internal organizational management policies/procedures: job descriptions, vacancies, etc.

Importantly, both institutions were supported in terms of incorporating the principles of the Human Rights Based Approach (HRBA) and mainstreaming diversity practices into their work. As a result, since summer 2016 both institutions have a diversity statement incorporated into their employment processes, into their job descriptions and vacancies, thus encouraging persons coming from underrepresented and vulnerable groups to apply for the jobs.

#### *A more effective case management at the Equality Council*

##### Quality of decisions

The project also contributed to achieving a better quality of decisions of the Equality Council by improving its capacities of to use advanced legal technics, analysis, argumentation and decision drafting skills. This has been achieved through the expert assistance of an International Consultant (man) for Coaching and Training the Equality Council of Moldova on Application of Non-discrimination Principles in Decision-writing. The Consultant conducted an assessment of the decisions of the Equality Council to identify most important drawbacks and spaces for improvement, and delivered a two-day training workshop, as a result of which 10 persons (8 women, 2 men) improved their understanding and knowledge on applying international non-discrimination principles and best practices when deliberating and writing decisions. At the beginning of 2016, the consultant conducted an in-depth follow-up training to the same audience,<sup>21</sup> focusing on the more difficult issues identified in the work of the Equality Council, and provided *ad hoc* (home-based) guidance and advice upon request.

##### Automatized case management

The work of the Equality Council has also been improved by putting in place, at the end of 2016, a Management Information System of the Council (case management software), which is expected to significantly increase the efficiency of the organization in processing, monitoring and managing complaints it receives and processes. The automated management information system is serving as an effective working tool for organizing and conducting the processes of reception, processing and resolution for each particular

<sup>20</sup> <http://www.undp.md/jobs/jobdetails/812/>

<sup>21</sup> Annex 5 – Agenda of Decision Writing Workshop



petition addressed. The new system is expected to enhance Equality Council's institutional capacity, speed up the delivery of decisions, contribute to the production of better data on the activity of the Council and, implicitly, generate better evidence for the improvement of policies within human rights and equality domains.

While the Equality Council's backlog of cases in 2014 was 46 or 30,46% out of the 151 complaints received during the year, the backlog was decreased to 30 or 19,61% out of 153 complaints received during 2016. This became possible mainly due to the strengthening analytical and practical skills of staff in discrimination issues, case management, legal analysis and drafting skills. The backlog is expected to further decrease in 2017 due to the full application of the Management Information System of the Council.

#### Decisions of the Equality Council are more accessible

In addition to this, four translators (two Romanian-Russian translators and two Romanian-English translators) were contracted to ensure that the decisions of the Equality Council and information about both institutions are accessible to the public, including linguistic minorities and international community. As a result, 56 Equality Council decisions were translated from Romanian into Russian, 22 into English and published on the web-site. Also, three Equality Council annual reports from 2013, 2014 and 2015 were translated from Romanian into English. More than 40 informative bulletins and articles were translated for the Ombudsperson Office into both Russian and English, as well as 58 news of the Equality Council were translated into Russian. This expanded the audience of the information published by the NHRIs on their web-sites as well as social media pages to linguistic minorities and international community.

#### *Technical organizational/capacity development*

As a result of the project the NHRIs were provided with the necessary resources to allow them to function properly as the main human rights institutions in the country. Namely, the libraries of both NHRIs were provided with sets of contemporary specialized academic and practical literature on human rights and equality (several hundreds of books for each NHRI in Romanian, Russian, English and French languages), based on their needs and informed by the advice of the human rights and equality experts involved in project implementation. This is expected not only to contribute to the everyday work of the two institution but also to assist in the development of their capacities as human rights and equality training resources for relevant national stakeholders.

In addition to this, the Ombudsperson's office was provided with the necessary furniture to ensure the functioning of a proper library within the institution as well as other technical equipment. The Equality Council was also provided with necessary office furniture and other equipment: computers, an audio recording system "SRS FEMIDA" for case hearings which is also used in the Moldovan courts.

As a result, it can be said that the project succeeded in strengthening the technical capacities of the two NHRIs to ensure their good functioning, even in the conditions of harsh budgetary constraints of the current economic crisis in the country.

#### **Expected programme Output # 3: NHRIs powers maximized to act on human rights issues and cases.**

***Baseline:*** B1. NHRIs are not visible/lacking focus on working on strategic human rights and equality issues;

***Indicators:*** I1. Number of strategic human rights and equality issues NHRIs are working on;

***Targets:*** T1. Each NHRI is working on at least 3 strategic human rights and equality issues;

Both NHRIs staff and management acknowledged the importance of prioritisation of strategic areas of intervention and pro-active engagement with decisions makers and national stakeholders in order to effectively monitor the protection of human rights and combating discrimination in the country. The analyses, studies and surveys elaborated within the project have also served this purpose. In this context, the

following 6 strategic human rights and equality issues were prioritised by NHRIs with the support of the project, and pro-actively acted upon throughout the project implementation:

- **Discrimination cases:** there were documented about 30 cases and in 8 of them the victims were supported to file complaints to the Equality Council. The following grounds of discrimination were claimed by the petitioners: Roma ethnicity, physical disability, political opinion, incitement to discrimination, age and sex in job announcements;
- **Roma rights:** an open discussion on discrimination of Roma in/by the mass-media was organized on 24<sup>th</sup> November 2015, with the participation of the Equality Council, the Audio-visual Coordination Council, journalists and Roma leaders with the aim of raising awareness of mass-media toward the issue. Furthermore, one brochure with success stories of the Roma community mediators was elaborated and further widely disseminated (Romanian – 560 copies, Russian – 170 copies) with the aim of promoting the positive image of Roma population and combating stereotypes;
- **Right to health:** the People’s Advocate Office increased their expertise level and pro-actively acted on the human rights issues in medical sphere, due to the support of the project, by strengthening the capacities of the staff on (i) monitoring the right to health via 3 internal workshops conducted on 10 March 2016, 27 May 2016 and 30 September 2016 for a total number of 38 people (13 men and 25 women); (ii) analysing the petitions on alleged violations on the rights to health and health services, by applying the international standards; (iii) developing a monitoring mechanism on the level of respect of human rights in the emergency care services in Moldova, by launching on 6 December 2016 of the first ever national survey on “Respect of human rights in the emergency care services in the Moldova”<sup>22</sup> (43 participants: 22 women and 21 men); (iv) strengthening the collaboration between the Ombudsperson Office and relevant duty-bearers on respecting the human rights in the medical field, by bringing the relevant stakeholders to open discussions during 1 round table held on 29 April 2016 (26 participants: 16 women and 10 men). The development of the campaign on **the right to health** has been done in close consultations with the Ombudsperson’s Office and the office’s consultant on health issues. It consists of animated videos exploring the different facets of the right to health and is planned to be broadcasted on the national TV channels in December 2016;
- **Knowledge and skills of legal professionals:** about 58 judicial staff (20 clerks and 38 judicial assistants: 16 men and 42 women) deepened their knowledge and understanding of the Application of the International and National Standards on Combating Discrimination, as result of the 2 trainings for legal professionals held during 10 and 13 October 2016 in full cooperation with the Equality Council and the National Institute for Justice;<sup>23</sup>
- **Discrimination of people living with HIV:** NHRIs-UN-civil society campaign focused on people living with HIV and HIV issues was organized around a movie “Above the Sky” produced by UNDP Belarus in 2012. As part of the campaign, the national public TV channel Moldova 1” aired the movie free of charge at the end of November 2015 (1<sup>st</sup> wave) and at the beginning of January 2016 (2<sup>nd</sup> wave), accompanied by a promotion campaign through internet and social networks on 25 November – 10 December 2015 and January 2016. The campaign proved to be the most ever effective NHRIs-UN Moldova-NGOs HIV awareness nationwide campaign. Thus, it’s 2<sup>nd</sup> wave resulted in reaching 575,488 unique online users in Moldova through 4 social networks (including Odnoklassniki and Facebook), members of 7 online CSOs' networks and UN Moldova staff persons. Urban and rural youth of 15-35 years old speaking Romanian and/or Russian were the key target, as well as women and men most vulnerable to HIV: male who practice sex with males, those using or providing commercial sex services, and injecting drug users. As for the During 8 days in November 2015 in average 2,69% of all private TVs were switching on Moldova 1, while during the broadcast of the movie there a higher result of 2.73% of all private TVs in Moldova, and this rate increased to

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<sup>22</sup> <http://ombudsman.md/ro/content/oficiului-avocatului-poporului-prezentat-studiul-respectarea-drepturilor-omului-prestarea>

<sup>23</sup> <http://inj.md/ro/standarde-interna%C8%9Bionale-%C8%99i-na%C8%9Bionale-%C3%AEn-domeniul-nediscrimin%C4%83rii-0>

7,62% in January 2016.<sup>24</sup> In February 2016 the campaign was awarded with the Best Use of Social Media Award within the 2<sup>nd</sup> Rokit Regional Digital Summit for nine Eastern European and CIS countries.<sup>25</sup>

- **Discrimination of vulnerable groups:** the national wide awareness raising campaign **#OameniBuni (GoodPeople)** launched in June 2016 was developed following focus group discussions which analyzed the public perception of the Equality Council and the concept of discrimination in Moldova. The campaign responded to the findings of this study, which showed that neither the mandate of the Council, nor the essence of non-discrimination principles are sufficiently known to the general public in Moldova and especially public in rural settings. It consisted of videos, infographics, and follow-up events led by the Equality Council. 4 videos produced in Romanian and Russian, to ensure the message reaches all people in Moldova, showed portrait images of world and locally famous persons, who fall into categories of the most marginalized and discriminated people in Moldova: Roma, LGBTI, persons with disabilities, and women (based on gender). The viewer was challenged to see beyond the stereotypical representation of the respective category in the society and consider the value of human beings as such, with all their potential for achievement and success.<sup>26</sup> The #OameniBuni videos were broadcasted in prime-time and off time for 4 weeks, reaching 903,371 people, which makes 36% of adult population. Additionally, to increase the campaign's visibility, the campaign went online and achieved remarkable results with reaching 333.067 online users through several social networks and specialised websites.<sup>27</sup>

Overall, the project interventions resulted in NHRI's taking a more pro-active role in tackling human rights challenges in Moldova, in the situation of current political and social situation, as well as strengthening solidarity and mutual support between the two institutions. The Equality Council continued to take up and pursue cases *ex officio* to prevent and combat discrimination. The Ombudsperson Office issued public messages addressing concern with human rights issues connected to events and major social and political developments, including, among others, on respecting the right to peaceful assembly in the context of political crisis and protests in Chisinau city centre.<sup>28</sup> At the beginning of December 2015, when the representatives of the Ombudsperson Office were prevented from entering a pre-trial detention centre to verify the alleged degrading conditions in which detainees, including the former Prime-Minister, were held, the Ombudsperson Office issued a public denouncement of the authorities' behaviour,<sup>29</sup> which was taken up and supported by the Equality Council.<sup>30</sup> The incident was widely mediated and was discussed at the plenary session of the Parliament. It is expected that the cooperation and mutual support between the two institutions and their outspokenness on public issues will only increase further.

In addition to this, as part of the project, a background paper/report on Human Rights Mainstreaming into Policy and Law-Making in Moldova has been developed to serve as an instrument for NHRIs initiatives in the field. It includes an overview of the key components of human rights mainstreaming, based on the comparative local and international experiences and identifies potential entry points for such an approach, and practical recommendations (tips) for its operationalization.

The project further built the capacities of the Moldovan NHRIs in reviewing legislation and policies and mainstreaming the Human Rights Based Approach (HRBA) in the activity of Moldovan public institutions.

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<sup>24</sup> How we reached "above the sky" with the "best use of social media" award, 29 February 2016:

<http://www.md.undp.org/content/moldova/en/home/ourperspective/ourperspectivearticles/2016/02/29/how-we-reached-above-the-sky-with-the-best-use-of-social-media-award-.html>

<sup>25</sup> Action Moldova: Award Winner at Rokit Regional Digital Summit, 12 February 2016: <http://actionprgroup.com/action-moldova-award-winner-at-rokit-regional-digital-summit/>

<sup>26</sup> The videos used in the campaign reached international recognition, posted at Ads of the World, the world's largest creative advertising index, featuring work from across the globe.

<sup>27</sup> For more, see Narrative Progress Report (Reporting Period: October 2014 – July 2016)

<sup>28</sup> <http://ombudsman.md/ro/content/avocatul-poporului-cheama-la-corectitudine-asigurarea-respectarii-dreptului-la-intruniri>

<sup>29</sup> <http://ombudsman.md/ro/content/angajatilor-oficiului-avocaturii-poporului-le-fost-ingradit-accesul-penitenciarul-nr-13>

<sup>30</sup> <http://egalitate.md/index.php?pag=news&id=832&rid=884&l=ro>

An international consultant (woman) provided support in the development of a methodology on the analysis of policies and laws on their compliance with human rights and equality standards and trained the NHRIs on its application.<sup>31</sup> As a result, 15 representatives of the NHRIs (10 women and 5 men) are prepared to apply the HRBA when reviewing policies and legislation of the Republic of Moldova.

As a follow-up to this support, it was decided to scale up the results achieved by providing specific training should focused on the Governmental officials in charge of development and review of policies and laws. For these purposes a new comprehensive methodology, including both human rights and equality impact assessments (HREIA), has been developed. This follow-up activity is also specifically meant ensure sustainability of the project results and therefore also involves trainers from the Ombudsperson's office and the Equality Council, so as to ensure knowledge transfer and possible future repetitions of the training.

The follow-up training workshop was scheduled for early December but had to be postponed due to the health condition of the consultant. To accommodate this situation and given the importance of the activity, the project Board approved the no-cost extension of the project until the end of March 2017. As a result, the follow-up training was organised in Chisinau on 30-31 March 2017 for a group of 11 staff persons (11 women and 2 men) of public institutions (Ministry of Justice, Ministry of Health, Ministry of Education, Ministry of Labour, Social Protection and Family, State Chancellery and Equality Council). Two NHRIs staff (1 woman and 1 man) assisted the international consultant as co-trainers, thus further building their training capacities and raising the profile of the NHRIs as expert and resource institutions, in the elaboration of HRBA mainstreamed policies and strategies, for other public bodies in Moldova.

#### *Strengthening communication capacities of the NHRIs*

In an effort to increase the transparency, accountability and visibility of the NHRIs, the Equality Council and Ombudsperson Office updated their institutional Communication Strategies and Action Plans, underwent rebranding and developed and implemented multi-dimensional public awareness campaigns on human rights and equality in line with the new institutional image. The PR company contracted for this purpose worked closely with both Equality Council and Ombudsperson Office, as well as UNDP. The change in the corporate image of the two institutions and the communication strategies were based on the needs identified as part of internal and external studies of the images of the NHRIs. The new brand books containing the new corporate image of the NHRIs are in use and relevant promotion materials and other products carrying corporate identity have been produced.<sup>32</sup>

In another project intervention, the websites of the two NHRIs have been upgraded to become more accessible/user friendly and a new webpage was developed for the Children's Ombudsperson. The improved webpages are expected to increase the accessibility, transparency, accountability and visibility of the NHRIs.

Another result of the project are the strengthened capacities of the Press-officer of the Equality Council who benefited from in-depth training and coaching by a National Consultant (woman). The consultant performed an evaluation of the capacities of the Equality Council press-officer, developed and implemented training and coaching plan for the communication division of the Equality Council, which was implemented throughout the duration of the project. In the conditions of high staff turnover, the consultant developed a series of instruments and templates meant to regulate internal and external communication of the Council. The communication strategy of the Council has been respectively updated.

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<sup>31</sup> Annex 6 - Equality Impact Assessment Methodology

<sup>32</sup> For details see Annex 7 - Report on Communication Activities by Action Global Communications

As a result of the project activities, the two institutions are also now better trained to use social media for the purposes of their institutions, to use communication technics and arguments to serve the communication needs of the institutions.

### *Strategic issues addressed in cooperation with Governmental structures and NGOs*

As a result of two grants programmes managed under the present project - one for civil society and the other for mass media and mass-media NGOs – increased cooperation was achieved between the NHRIs and the civil society in Moldova. Furthermore, the grants contributed to advancing human rights and equality at the grass roots level as well as to raising awareness about equality and human rights in the society.

The grant programmes supported 12 projects (six within each grant programme) focused on mainstreaming equality and human rights, increasing public awareness, cooperation with the NHRIs on key issues, human rights protection and promotion and submission of complaints to the Equality Council from the territory of the Republic of Moldova, including Transnistrian region. They also advanced thematic issues such as gender equality, rights of people living with HIV/AIDS, hate crimes, as well as involved grass root organisations, including those representing the most vulnerable, in human rights monitoring and reporting on state compliance with international standards. As a result, NGOs from the capital, as well as from Gagauzia and Transnistrian region successfully implemented actions in line with the objectives of the present projects.<sup>33</sup>

**Baseline:** B2. 12 national NGOs are involved into submissions to 2011 UPR.

**Indicators:** I2. Number of entities submitting alternative reports to UPR 2<sup>nd</sup> circle on Moldova

**Targets:** T2. At least 24 stakeholders make submissions to the UPR 2<sup>nd</sup> circle on Moldova.

Thanks to project continuous support, an excellent mobilization of and cooperation between the NHRIs, civil society, development partners and state institutions during 2015-2016 has led to sound engagement of all of them in the UPR processes during Moldova's 2<sup>nd</sup> UPR cycle. Thus, the number of national NGOs involved into UPR submissions registered a 416% increase: from 12 in 2011 (during the 1<sup>st</sup> cycle on Moldova) to 62 in 2016 (during the 2<sup>nd</sup> cycle on Moldova). In addition to this, the overall number of UPR submissions made by stakeholders registered a 126% increase: from 15 (11 individual and 4 joint) in 2011 to 34 (15 individual stakeholder's submissions and 19 joint) in 2016.

The project intervention also resulted in improved NHRIs' capacities to monitor the implementation of the UPR recommendations. 18 NHRIs representatives (13 women and 5 men) increased their knowledge and capacities to monitor the implementation of UPR recommendations and draft stakeholder reports for the 2<sup>nd</sup> UPR cycle: both NHRIs made their UPR submissions. The NHRIs were also supported through the development of a comprehensive guide on Monitoring the Implementation by the State of the UPR and Treaty Bodies Recommendations. This guide allows the NHRIs to improve their own monitoring mechanisms on human rights in Moldova. In the context, both NHRIs were leading and directly involved in the following to strengthen their skills and positioning:

- The **pre-UPR Conference** was successfully organized on 14 April 2016<sup>34</sup> with the aim of building a constructive dialog about the achievements, findings, and recommendations proposed for the second UPR cycle by NHRIs, civil society and Government. The public discussions involved about 90 participants (24 men and 56 women) from MPs, public officials, development partners, representatives of civil society and diplomatic missions accredited in the Republic of Moldova. A

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<sup>33</sup> Annex 8 – Final Reports of the GP 2015 – Civil Society for Equality, and GP 2015 – Mass Media for Equality Projects (Romanian, Russian, English)

<sup>34</sup> [http://md.one.un.org/content/unct/moldova/en/home/presscenter/press-releases/actorii-na\\_ionali-i-internaionali-din-domeniul-depturitor-omulu.html](http://md.one.un.org/content/unct/moldova/en/home/presscenter/press-releases/actorii-na_ionali-i-internaionali-din-domeniul-depturitor-omulu.html)



number of 170 copies (Romanian - 70, Russian – 50, English - 50) of the alternative UPR reports<sup>35</sup> of the NHRIs were printed-out and widely disseminated during the event as well as other public events on UPR;

- In addition, on 30 May 2016 a **discussion** on the NHRIs UPR alternative reports with the development partners and embassies in the Republic of Moldova and relevant civil society was held, with involvement of about 27 participants (7 women and 20 men);
- On 10 June 2016 the NHRIs held a **press-club** with the participation of about 21 local journalists from all over the country,<sup>36</sup> with the aim of promoting the most pressing human rights issues, especially those mentioned in the UPR alternative reports, and strengthening the collaboration of the NHRIs with local journalists.
- Both NHRIs participated at the **UPR Pre-session** on Moldova during 3-7 October 2016 that was held in Geneva. One staff from the People's Advocate Office (1 woman) and one from the Equality Council (1 man) were part of the panel discussions during the interactive dialog with the diplomatic missions. As well as, both representatives held additional advocacy actions in Geneva toward promoting the recommendations from NHRIs UPR reports;
- On 4 November 2016 a public event on the **on-line webcasting of the UPR Session on Moldova** was organized with the participation of the representatives from ministries, development partners and civil society, about 62 participants (20 men and 42 women). The on-line session was disseminated via [www.privesc.eu](http://www.privesc.eu) and reached a number of 79.920 people throughout the country and via 37 shares on OHCHR Facebook page reaching about 8.685 people;<sup>37</sup>
- The **International post-UPR Conference** was successfully organized during 22–23 November 2016<sup>38</sup> with involvement of stakeholders from Georgia, Serbia, Mexico and OHCHR Geneva, and all national relevant stakeholders, for a total of about 120 people (75 women and 45 men). The aim of the event was twofold - to disseminate nationally the UPR Recommendations received by Moldova and to initiate a public dialog on the elaboration of the new national human rights policy based on this and other UN recommendations. As a result, the state authorities initiated the process of elaboration of the new national human rights policy, with consideration of the UN recommendations for Moldova. In addition, one **study-visit to Georgia** is being held during 19–23 December 2016, with the aim of learning from the best practices on the Human Rights Secretariat and Georgian mechanism on human rights protection. In the context, 7 people (2 men and 5 women) are involved in the study-visit, from Ministry of Justice, civil society, People's Advocate Office and OHCHR.
- An **easy-reading version of the UPR Recommendations for Moldova** was elaborated in Romanian, Russian and English and widely disseminated via-online.<sup>39</sup>

## Qualitative assessment

Overall the program succeeded to decisively advance on the path of effective promotion and protection of human rights, gender equality and non-discrimination, with particular attention to the marginalized and the vulnerable in Moldova. It responded to the main needs and challenges as identified at the stage of project design and achieved the most important results planned.

The two NHRIs have appropriate knowledge, institutional tools and methodologies, outreach instruments, skills and capacities to effectively change the human rights situation in the country. They are actively engaged in the main processes pertaining to human rights promotion and protection, monitoring and reporting. This engagement is informed by relevant evidence and expertise, and the NHRIs has advanced considerably in their recognition as premiere human rights actors in the country. They are more sustainable

<sup>35</sup> [http://ombudsman.md/sites/default/files/document/attachments/report\\_a5\\_ombudsman\\_en\\_3\\_0.pdf](http://ombudsman.md/sites/default/files/document/attachments/report_a5_ombudsman_en_3_0.pdf) ,  
<http://egalitate.md/index.php?page=news&id=880&rid=1306&l=en>

<sup>36</sup> <http://ombudsman.md/ro/content/21-de-jurnalisti-majoritatea-din-presa-regionala-au-participat-la-clubul-de-presa-organizat>

<sup>37</sup> <https://www.privesc.eu/arhiva/69922#photo5876> , <https://www.facebook.com/OficiulONUDrepturileOmului/>

<sup>38</sup> <http://md.one.un.org/content/unct/moldova/en/home/presscenter/press-releases/republica-moldova-va-avea-un-nou-plan-naional-in-domeniul-dreptu.html>

<https://www.flickr.com/photos/134064857@N06/sets/72157675693483020/>

<sup>39</sup> [https://issuu.com/un\\_moldova/docs/easy\\_read\\_16\\_web](https://issuu.com/un_moldova/docs/easy_read_16_web)



as institutions and their capacities correspond to a great degree to their mandate as defined by law and the international standards that apply to them.

The project resulted in the development of permanent strong partnerships between the NHRIs, the Government, civil society and the UN, as shown by the creation of new platforms for promoting Moldova's participation in the UPR process, for the purpose of protecting and promoting the human rights in Moldova. At the same time, the project allowed the NHRIs to strengthen their independence and autonomy as institutions serving all the people in Moldova, particularly the most vulnerable, regardless to the political and societal instabilities.

## ii) Indicator Based Performance Assessment:

Using the **Programme Results Framework from the Project Document / AWP**s - provide details of the achievement of indicators at both the output and outcome level in the table below. Where it has not been possible to collect data on indicators, clear explanation should be given explaining why.

| <u>Planned</u> Indicator Targets   | <u>Achieved</u> Indicator Targets   | Reasons for Variance with Planned Target (if any)  | Source of Verification   |
|--|---|--|--|
| <b>Outcome 1 - UNPF Outcome 1.3</b> State bodies and other actors effectively promote and protect human rights, gender equality and non-discrimination, with particular attention to the marginalized and the vulnerable   |   |  |  |
| <b>Output 1: Enabling environment for the National Human Rights Institutions supported</b>   |   |  |  |
| <b>Indicators:</b>   |   |  |  |
| I1: Identification of gaps in the NHRIs legislation in-line with the international standards and recommendations;  |   |  |  |
| I2: Updates to the data on public perceptions on human rights, attitudes giving rise to discrimination and conformity of implementation of law in the relevant areas.  |   |  |  |
| <b>Baselines:</b>  |   |  |  |
| B1: No clarity to what extent the relevant NHRIs' legislation is in compliance with international standards and recommendations;   |   |  |  |
| B2: Data on the public perceptions on human rights and attitudes giving rise to discrimination is outdated or otherwise insufficient; adequacy and conformity of judicial or quasi-judicial decisions vis-à-vis international law requirements inadequately known. |   |  |  |
| <b>Targets:</b>  |   |  |  |
| T1: Gaps in the NHRIs legislation in-line with the international standards and recommendations identified;   |   |  |  |
| T2: Data on public perceptions on human rights, attitudes giving rise to discrimination is updated and publicly available.   |   |  |  |
| 1. a) Analysis of the relevant NHRIs legislation done; b) Recommendations on the NHRIs legislation are promoted in the government and Parliament;  | <ul style="list-style-type: none"> <li>An opinion on Law 52/2014 on People's Advocate elaborated and provided to NHRIs and national stakeholders.</li> <li>A comprehensive legal analysis of the decisions of the Equality Council and of the domestic courts on discrimination issues elaborated and recommendations provided to NHRIs and national stakeholders.</li> </ul> | 2016 was a challenging year for the anti-discrimination laws in Moldova, as provisions for abrogation of Law No 121 on Ensuring Equality were put forward for adoption by some MPs. Therefore, was not the right moment and time to promote any legislative amendments so far. Furthermore, both NHRIs preferred to receive the finding and recommendations from all analyses, so working groups could be created at the beginning of 2017 with the aim of drafting the proposals for laws amendments. | <ul style="list-style-type: none"> <li>Public job announcements and consultancy contracts;</li> <li>The opinion analysis report;</li> <li>Draft analyses of Law 121/2012 on Ensuring Equality;</li> <li>Missions agenda of the International Consultant;</li> <li>Agenda of the public discussion;</li> <li>List of participants;</li> <li>Written communications with NHRIs and consultants;</li> </ul> |
| 2. a) Ombudsperson Office application for A-status NHRIs elaborated; b)  | <ul style="list-style-type: none"> <li>A-Status application package translated into Romanian and relevant expert guidance on the application offered to</li> </ul>  | With reference to the findings and recommendations provided in the above-mentioned analyses, and in the  | <ul style="list-style-type: none"> <li>A-Status application package translated;</li> <li>Trainings agenda;</li> </ul>  |

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|---|--|---|--|
| <p>Ombudsperson Office application for A-status NHRI submitted and examined by the Sub Committee on Accreditation of the International Coordinating Committee for NHRI;</p> | <p>NHRIs.</p> <ul style="list-style-type: none"> <li>• One two-days training on UN guiding principles for NHRIs’ mandate, especially Paris Principles and Belgrade Principles, was conducted for NHRIs staff.</li> <li>• One-day training on “The role of NHRIs in monitoring of the implementation by the state of UN Recommendations” was conducted for NHRIs staff.</li> <li>• In addition, one Guidelines Methodology for Moldova’s NHRIs on the Monitoring of Implementation of Recommendations from UN Mechanisms was developed and provided in both, Romanian and English languages.</li> </ul> | <p>process of mentoring the NHRIs for Status application, the Ombudsman Office acknowledged that due to the on-going institutional reform, the institution still needs to build/strengthen its capacities in order to be ready for a request to GANHRI for accreditation with A-Status in the upcoming years. While the Equality Council decided to apply to the GANHRI for accreditation for the first time.</p>   | <ul style="list-style-type: none"> <li>• List of participants;</li> <li>• Feedback forms from participants;</li> <li>• Trainings materials;</li> <li>• Photos from trainings;</li> <li>• Field mission’s information on the OHCHR Geneva staff (travel costs, DSAs, etc);</li> <li>• Communications with NHRIs.</li> </ul> |
| <p>3. a) Regulation on the NHRIs annual reports hearings in the Parliament drafted; b) Annual reports of both NHRIs are heard in the Parliament;</p>                        | <ul style="list-style-type: none"> <li>• The Annual Report on Human Rights for 2015 of the Ombudsman was publicly discussed and the report disseminated to relevant national actors. The same report was further publicly heard during the meeting of the Parliamentary Committee for Human Rights and Interethnic Relations.</li> <li>• The Equality Council General Report for the year 2015 was publicly discussed and disseminated to relevant national actors. In addition, 2400 copies of infographics were printed-out and disseminated at the event.</li> </ul>                                | <p>There was no need to draft a separate regulation on the NHRIs annual report hearings in the Parliament due to the fact that the Parliament elaborated general regulations on hearings (including NHRIs reports). Equality Council General Report for the year 2015 was not heard in the Parliament because the Parliamentary Committee for Human Rights and Interethnic Relations had not took a decision on this in spite of Equality Council’s and project’s communication with the Committee on this issue.</p> | <ul style="list-style-type: none"> <li>• Agendas of the events;</li> <li>• List of participants;</li> <li>• Press-releases;</li> <li>• The annual Reports;</li> <li>• Photos from the events;</li> <li>• Mass-media coverage.</li> </ul>   |
| <p>4. a) Studies on human rights attitudes and compliance with international human rights law are elaborated; b) Study on attitudes giving rise to discrimination is</p>    | <ul style="list-style-type: none"> <li>• The first ever “<i>Study on Equality Attitudes and Perceptions in the Republic of Moldova (2015)</i>” elaborated and widely disseminated.</li> <li>• The first ever “<i>Study on Perceptions of Human Rights in the Republic of Moldova (2016)</i>” was elaborated, publicly discussed and widely disseminated to the</li> </ul>  |   | <ul style="list-style-type: none"> <li>• Tender’s documents, contracts;</li> <li>• Tools for data collection;</li> <li>• Draft analysis of data collected;</li> <li>• The final studies, power point presentation and infographics;</li> </ul>   |

|  |  |  |   |
|--|--|--|---|
| elaborated.  | national stakeholders. 4 infographics were elaborated and widely disseminated on 2 languages, Romanian and Russian.  |  | <ul style="list-style-type: none"> <li>• List of participants and mass-media at the public discussions;</li> <li>• Press-releases;</li> <li>• Photos and other relevant documentations;</li> <li>• Report of the on-line campaign on infographics.</li> </ul> |
| <p><b>Output 2: Organizational capacities and sustainability of NHRIs strengthened</b></p> <p><b>Indicators:</b></p> <p>I1. Number of EqC decisions accessible for linguistic minorities;</p> <p>I2. Decrease in the backlog of the EqC's cases.</p> <p><b>Baseline:</b></p> <p>B1. Only 2 EqC decisions are accessible for linguistic minorities;</p> <p>B2. EqC has a backlog of 46 cases.</p> <p><b>Targets:</b></p> <p>T1. At least 40 EqC decisions are accessible for linguistic minorities;</p> <p>T2. EqC's backlog 50% proportionately decreased.</p> |  |  |   |
| 1. Qualification of at least 20 NHRIs' staff raised through the exposure to the international experience and ToT;  | <ul style="list-style-type: none"> <li>• Qualification of 23 members of the staff of the two institutions (11 of the Equality Council and 12 of the Ombudsperson's Office; 18 women and 5 men) raised through first-hand international expertise in various areas of their mandates.</li> <li>• Capacities of 21 NHRIs staff (18 women, 3 men) on dealing with specialised human rights issues improved through comprehensive human rights training programme.</li> <li>• 10 persons (7 women, 3 men) trained as human rights trainers and have the knowledge and capacities to conduct human rights trainings with other stakeholders.</li> </ul> |  | <ul style="list-style-type: none"> <li>• Training reports</li> <li>• Lists of participants</li> <li>• Back to office reports</li> <li>• Agendas</li> </ul>  |
| 2. EqC is becoming a member of the Equinet;  | Equinet explained that only equality bodies from EU Member States or candidate countries can be members of Equinet. Therefore, this activity was cancelled.  |  |   |

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| <p>3. a) Diversity mainstreamed into the employment rules and regulations of the NHRIs;<br/>b) Diversity mainstreamed within new vacancy announcements and processes, both NHRIs are accessible for people with disabilities;</p> | <ul style="list-style-type: none"> <li>• Both institutions have a diversity statement incorporated into their employment processes, into their job descriptions and vacancies, thus encouraging persons coming from underrepresented and vulnerable groups to apply for the jobs.</li> </ul>  |  | <ul style="list-style-type: none"> <li>• Reports of the consultants and deliverables submitted;</li> <li>• Equality Council and Ombudsperson Office reports;</li> <li>• Web-sites; Announcements of job vacancies by both NHRIs; internal regulation documents (soft and hard copies).</li> </ul> |
| <p>4. a) EqC's case management improved using specialised software and strengthening staff skills; b) The proportion of the backlog of EqC's cases decreasing;</p>  | <ul style="list-style-type: none"> <li>• Management Information System of the Equality Council (case management software) in place and expected to increase the efficiency of processing, monitoring and managing complaints;</li> <li>• Staff skills improved in using advanced legal technics, analysis, argumentation and decision drafting skills, through expert assistance.</li> <li>• The backlog of cases in mid-December 2016 was 30 or 19,61% out of 153 complaints received during the year (to compare, the backlog of cases in 2014 was 46 or 30,46% out of the 151 complaints received during the year) thus decreasing with 34,78%.</li> </ul> | <ul style="list-style-type: none"> <li>• The decrease in the backlog of cases, against the set targets, was not fully reached because of the fact that the case management software is put in operation at the end of the project implementation (this is due to technical issues in the process of development of the system and additional time necessary for the consultations processes for its development).</li> </ul> | <ul style="list-style-type: none"> <li>• Report of the software development company;</li> <li>• Transfer act signed by the software development company and the Equality Council.</li> </ul>  |
| <p>5. At least 40 EqC cases are translated into Ru;</p>   | <ul style="list-style-type: none"> <li>• 56 decisions translated to Russian and are available on the EqC website;</li> <li>• About 24 decisions of the Equality Council and about 13 decisions of the domestic courts were translated into English and provided to the Equality Council for being uploaded to the institution's webpage for further public access.</li> </ul>   |  | <ul style="list-style-type: none"> <li>• The Equality Council's website: <a href="http://www.egalitate.md">www.egalitate.md</a></li> </ul>  |
| <p>6) a) EqC's decisions implementation tracking</p>  | <p>The activity was cancelled due to NOK-USD exchange rates fluctuation and therefore loss of financial resources and re-evaluation of priorities upon a request from the Equality Council.</p>   |  |   |

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| <p>methods and Push Strategy drafted and tested; b) EqC's decisions implementation tracking methods and Push Strategy are implemented.</p>   |  |  |  |
| <p><b>Output 3: The power of the Ombudsperson Institution and Equality Council maximized to act as Moldova's premiere national human rights institutions</b></p> <p><b>Indicators:</b></p> <p>I1. Number of strategic human rights and equality issues NHRIs are working on;<br/> I2. Number of entities submitting alternative reports to UPR 2<sup>nd</sup> circle on Moldova</p> <p><b>Baseline:</b></p> <p>B1. NHRIs are not visible/lacking focus on working on strategic human rights and equality issues;<br/> B2. 12 national NGOs are involved into submissions to 2011 UPR.</p> <p><b>Targets:</b></p> <p>T1. Each NHRI is working on at least 3 strategic human rights and equality issues;<br/> T2. At least 24 stakeholders make submissions to the UPR 2<sup>nd</sup> circle on Moldova.</p> |  |  |  |
| <p>1. NHRIs monitor implementation of UPR recommendation and act on them;</p>  | <ul style="list-style-type: none"> <li>• Both NHRIs were engaged in the monitoring of the implementation of the UPR recommendations in preparation of their stakeholders' reports within the second UPR cycle;</li> <li>• One National pre-UPR Conference successfully organized;</li> <li>• One discussion on the NHRIs UPR alternative reports with the development partners, embassies and civil society was held;</li> <li>• One press-club with local journalists from all over the country held;</li> <li>• One public event on the on-line webcasting of the UPR Session on Moldova held;</li> <li>• One International post-UPR Conference successfully organized;</li> </ul> |  | <ul style="list-style-type: none"> <li>• Agendas of the events;</li> <li>• Lists of participants and mass-media;</li> <li>• Press-releases;</li> <li>• Photos;</li> <li>• Relevant materials printed-out;</li> <li>• Mass-media coverage;</li> <li>• Field mission's information on the international speakers (travel costs, DSAs, etc);</li> <li>• Easy-reading version of the UPR Recommendations.</li> </ul> |



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|  | <ul style="list-style-type: none"> <li>• One study-visit to Georgia on UPR mainstreaming in national strategies and plans, their implementation and monitoring successfully held;</li> <li>• UPR Recommendations easy-reading version disseminated.</li> </ul>   |   |  |
| <p>2. a) Training for NHRIs' participation in the 2<sup>nd</sup> UPR submission organized and completed; b) NHRIs take part in the 2<sup>nd</sup> UPR circle on Moldova;</p> | <ul style="list-style-type: none"> <li>• 18 NHRIs representatives (13 women and 5 men) increased their knowledge and capacities to monitor the implementation of UPR recommendations and draft stakeholder reports for the 2<sup>nd</sup> UPR cycle;</li> <li>• Both NHRIs submitted stakeholders' reports within the second UPR cycle, participated at the UPR Pre-session on Moldova during 3-7 October 2016, and held additional advocacy actions in Geneva toward promoting the recommendations made in their UPR report.</li> </ul>   |   | <ul style="list-style-type: none"> <li>• Agenda of UPR Training Workshop;</li> <li>• Stakeholders report submitted by the NHRIs;</li> <li>• Agenda for the mission to Geneva;</li> <li>• Relevant mission's documents (travel, DSAs, etc);</li> <li>• Communication with NHRIs;</li> </ul>   |
| <p>3. a) NHRIs identify strategic human rights and equality issues and act on 2 of them; b) NHRIs act on 2 other strategic human rights and equality issues;</p>             | <ul style="list-style-type: none"> <li>• NHRIs has identified and acted on 6 strategic human rights and equality issues as follows:</li> <li>• <i>Documentation of discrimination cases:</i> 23 cases were documented and in 8 cases the victims were supported to file complaints to EqC; the EqC ruled on 4 of the cases;</li> <li>• <i>Roma discrimination in mass media:</i> the issue of Roma discrimination in mass media was identified jointly with the EqC, thus a strategic work with the Audiovisual Council is done in form of capacity building for journalists (1 human rights coffee with journalists, participation in 2 regional trainings);</li> <li>• <i>Right to health:</i> Ombudsperson office is working on monitoring of the right to</li> </ul> | <p>The Consultancy for the Constitutional Court to the Ombudsperson Office was not offered due to 2 reasons: the Consultant hired ceased the collaboration in short time due to family related reasons, and on the other hand the institution has had already the support of the Council of Europe in this regards.</p> | <ul style="list-style-type: none"> <li>• Public job announcements and consultancy contracts;</li> <li>• Data base with cases on discrimination;</li> <li>• Decisions of the Equality Council;</li> <li>• Agendas and list of participants;</li> <li>• Analysis on gaps in the health sector;</li> <li>• Regulations for the expert groups;</li> <li>• Communication strategy;</li> <li>• Reports of the consultants;</li> <li>• The survey on human rights protection in emergency care</li> </ul> |

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|  | <p>health and access to health services as one major strategic human rights issue (a national monitoring and evaluation mechanism is being established); A national campaign is being implemented on the right to health;</p> <ul style="list-style-type: none"> <li>• <i>Trainings for legal professionals</i> on anti-discrimination issues, conducted in cooperation with NHRIs;</li> <li>• <i>HIV: equality and awareness raising</i> – Equality Council and Ombudsperson Office supported a public national wide awareness campaign on the rights of people living with HIV and combating their marginalization;</li> <li>• <i>Non-discrimination and Equality of Roma, LGBT, women, and persons with disabilities</i> – Equality Council led a national wide #OameniBuni campaign, which addressed equality and non-discrimination as well as promoted the necessity of the Law Nr. 121.</li> </ul> |  | <p>services;</p> <ul style="list-style-type: none"> <li>• Agendas of the trainings and workshop, list of participants;</li> <li>• Mass-media coverage, press-releases, photos;</li> <li>• Reports on the implementation of awareness raising campaigns.</li> </ul> |
| 4. Communication strategy of the Ombudsperson Office is updated and communication strategy for the EqC designed; | <ul style="list-style-type: none"> <li>• Communication strategies for both institutions designed and are being implemented.</li> </ul>  |  | <ul style="list-style-type: none"> <li>• Communication Strategies;</li> <li>• Consultant’s reports.</li> </ul>   |
| 5. a) NPM is set up and trained; b) NPM is active and functional;  | <ul style="list-style-type: none"> <li>• Regulation of the NPM was elaborated and adopted, NPM members were selected at the end of 2016.</li> </ul>   | <ul style="list-style-type: none"> <li>• Taking the NPM members were selected at the end of 2016 it was not possible to organise their training. In addition to this, it was decided that the Council of Europe will train NPM members.</li> </ul> | <ul style="list-style-type: none"> <li>• NPM Regulation</li> <li>• News on NPM members selection</li> </ul>  |
| 6. NHRIs’ websites are made accessible for persons with disabilities and linguistic                              | <ul style="list-style-type: none"> <li>• The websites of the two NHRIs are under upgrade to become more accessible and user friendly and a new webpage is under development for the Children’s</li> </ul>   |  | <ul style="list-style-type: none"> <li>• The webpages: <a href="http://www.egalitate.md">www.egalitate.md</a>, <a href="http://www.ombudsman.md">www.ombudsman.md</a> and <a href="http://copil.ombudsman.md">copil.ombudsman.md</a></li> </ul>                    |

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| minorities.  | Ombudsperson (to be functional by the end of 2016).  |  | <ul style="list-style-type: none"> <li>• Reports of the contractors;</li> </ul>  |
| 7. 100% increase in stakeholders' submissions to the UPR 2nd circle on Moldova.  | <ul style="list-style-type: none"> <li>• The number of national NGOs involved into UPR submissions increased from 12 in 2011 (1<sup>st</sup> cycle on Moldova) to 62 in 2016 (2<sup>nd</sup> cycle on Moldova), i.e. 416% increase;</li> <li>• The overall number of stakeholders UPR submissions increased from 15 (11 individual and 4 joint) in 2011 to 34 (15 individual stakeholder's submissions and 19 joint) in 2016, i.e. 126% increase.</li> </ul> |  | <ul style="list-style-type: none"> <li>• Summary prepared by the Office of the United Nations High Commissioner for Human Rights in accordance with paragraph 15 (c) of the annex to Human Rights Council resolution 5/1 and paragraph 5 of the annex to Council resolution 16/21</li> </ul> |
| <b>Output 4: Effective Project management ensured</b><br><b>Overall targets:</b> <ul style="list-style-type: none"> <li>• Ensure at 100% delivery rate;</li> <li>• Timely implementation of planned activities;</li> <li>• Timely development and submission of work plans and progress reports;</li> <li>• Compliance with UNDP rules and regulations.</li> </ul> |  |  |  |
| 1. Ensure at 100% delivery rate  | <ul style="list-style-type: none"> <li>• 100% delivery rate was achieved.</li> </ul>   |  |  |
| 2. Timely implementation of planned activities;  | <ul style="list-style-type: none"> <li>• Activities were implemented in a timely manner as planned, following the AWP. Where activities had to be amended or changed, this was collaborated with the project partners and is reflected in the report.</li> </ul>   |  |  |
| 3. Timely development and submission of work plans and progress reports;   | <ul style="list-style-type: none"> <li>• Progress narrative and financial reports were drafted and submitted to the Project Board and the Donor</li> </ul>   |  |  |
| 4. Compliance with UNDP rules and regulations.   | <ul style="list-style-type: none"> <li>• All contracting and procurement processes followed UNDP rules and regulations.</li> </ul>   |  |  |

### iii) Evaluation, Best Practices and Lessons Learned

The project underwent a Gender Audit in 2016 and, based on the results, an improvement action plan has been developed and implemented.<sup>40</sup> Based on the improvement plan, additional attention was paid to the improvement of management, diversity and gender balance in the National Human Rights Institutions of Moldova, to better mainstream gender balance into the employment rules and regulations. In order to achieve better gender equality results, the methodology for the analysis of policies and laws on human rights and equality compliance by NHRIs and other relevant state authorities was reviewed to include gender impact assessment.

There has not been a final project evaluation. However, the project underwent evaluation as part of the UNDP Moldova mission audit conducted in 2016.

Instable political and economic situation in the country were a constant challenge for the project implementation. The need of stronger Government engagement in implementing recommendations of the first UPR cycle made it hard for the NHRIs to make full use of their expertise in promoting international human rights standards in Moldova. Despite the efforts made to organize the hearings of the NHRIs annual reports in the plenary session of the Parliament and thus engage the MPs in constructive debate on human rights issues, this did not happen, mainly due to the political instability in the country when human rights were not the main priority in the agenda. Precarious financial situation of the state delayed the implementation of important reforms, precluded staff recruitment, renovation and reasonable accommodation of facilities, putting limits on some of the project results.

Among the key lessons learned and best practices:

- Involvement of the two NHRIs (Ombudsperson's Office and Equality Council) into joint activities, joint submissions and communication significantly improves the commitment to the action and the resulting achievements;
- It is important to make the project products available to other state actors as well, including the Government and Civil Society. For example, Government agencies involved in policy development and review can benefit with the methodology for the human rights and equality impact assessment of policies;
- In order for public information / awareness raising campaigns to genuinely influence attitudes and behaviours, they should always be based on thorough research and solid evidence;
- Joint public awareness campaigning proved to be effective and relatively cheap using online social networks and other communication channels;
- In order to achieve maximum results, comprehensive needs assessment exercises should precede all training/capacity building activities;
- The project activities should be systematically reviewed and adjusted to reflect new realities/priorities and consider new developments.

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<sup>40</sup> Annex 9 – Gender Improvement Action Plan.