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الجنة العمانية لحقوق الإنسان
Oman Human Rights Commission



■ Introduction ■

Oman Human Rights Commission was established in 2008 by virtue of Royal Decree No. 124/2008 as an independent national entity dedicated to promoting human rights and working to protect and preserve them within the Sultanate of Oman. Recognizing the importance of its role, Royal Decree No. 57/2022 was issued to restructure the Commission and establish a new operating framework, enhancing its independence in conducting its duties as a national mechanism aimed at promoting, protecting, and monitoring human rights in accordance with the State's Basic Statute, as well as international covenants and agreements to which Oman is a party.

The Commission comprises 14 members with expertise

and an interest in human rights, including representatives from various government agencies relevant to human rights. This composition upholds the principle of pluralism outlined in the Paris Principles. During its first meeting, members elect a chairperson and deputy chairperson from among themselves, excluding government representatives. Commission decisions are made by a majority vote of the civil society members present. In the event of a tie, the chair's vote prevails. Membership terms are four years, renewable once.



■ Key Concepts and Definitions ■

Complaint:

Any issue raised by one or more persons via the Commission's available complaint submission channels concerning any violation or infringement of fundamental rights and freedoms as guaranteed by the Basic Statute, national laws, or human rights-related international conventions to which Oman is a party.

Complainant:

The individual or entity submitting a complaint to the Oman Human Rights Commission.

Respondent:

The individual or entity against whom the complaint is filed with the Oman Human Rights Commission.

Violation or Infringement:

Any breaches of human rights and fundamental freedoms stipulated in the Basic Statute, national laws, or human rights-related international conventions to which Oman is a party.

Without prejudice to the jurisdictions set forth in Article (11) of the Oman Human Rights Commission's operational framework;

The Commission is authorized to examine any human rights violations or infringements by receiving and investigating complaints concerning human rights and fundamental freedoms, as prescribed by the Basic Statute, national laws, and international human rights conventions to which Oman is a party.



The Commission may decide it lacks jurisdiction over a complaint, especially in the following cases:

- ◆ If the subject matter of the complaint is pending before a court or has already been adjudicated, except when the complaint involves failure by the executive authority to enforce a court ruling or pertains to denial of fair trial guarantees.
- ◆ If the complaint is irrelevant to human rights, is anonymous, lacks reason or clarity, is malicious, or contains overt abuse.
- ◆ If the Commission has previously archived the complaint for any valid reason, unless new evidence or significant new circumstances emerge.
- ◆ If the complaint pertains to financial assistance.

■ Complaint Submission Mechanism ■

1- Right to Submit a Complaint

Any individual, whether an Omani citizen, resident, or their representative, has the right to submit a complaint to Oman Human Rights Commission free of charge and in complete confidentiality, ensuring the privacy of the complainant's information. The Commission also accepts complaints from civil society organizations, non-governmental organizations, and other entities.

2- Complaint Submission Channels:

A complaint may be submitted through the following means:



In-person: The complainant or their legal representative may visit the Commission's office to submit the complaint in person to the Monitoring and Reporting Department.



Email: Complaints can be submitted via email to complaints@ohrc.om.



Online Form: Complaints can be submitted through an online form available on the Commission's website (www.ohrc.om).

Voice Message: Complaints can be recorded as voice messages by calling the toll-free number (1970).



WhatsApp: Complaints can be sent via WhatsApp to the number (72221966).

Landline: Complaints can be submitted by calling the Commission's designated landline number (24218900).



Fax: Complaints can be submitted by fax to (24218906).

Upon receiving the complaint, the Monitoring and Reporting Division contacts the complainant and may request their presence at the Commission's office to complete the procedures and sign necessary documents, if submitted electronically. If the complainant cannot visit the Commission, arrangements may be made for a site visit.

3- Complaint Submission and Follow-up Procedures

- 1- Any Omani citizen or resident has the right to submit a report or complaint to the Commission, including comprehensive details of the events related to the report or complaint.
- 2- The technical secretariat records the report or complaint in the designated register according to the date received.
- 3- The technical secretariat forwards the report or complaint to the relevant administrative divisions within the Commission for examination and determination of jurisdiction.



4- The relevant administrative divisions study and analyze the report or complaint, preparing a report on findings to present to the Commission for appropriate action. The Commission may then issue recommendations to relevant authorities if the complaint falls within its jurisdiction.

5- The Commission may archive a report or complaint if deemed unsubstantiated or outside its jurisdiction, with notification provided to the complainant.

A complaint may be reopened and followed up if new evidence confirms the validity of the complaint



www.ohrc.om



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