

**The Statement of the Myanmar National Human Rights Commission on the status
of its handling of complaints during 2020**

Statement No. (2/ 2021)

1. During 2020, the Myanmar National Human Rights Commission (MNHRC) received 2020 complaints on human rights violations addressed to the Commission. The complaints investigation team held investigation meetings for examining a total of 2336 complaints including 316 cases leftover from 2019 which were dealt with as follows:

(a) referring to relevant ministries/ organizations	-	561
(b) advising the complainants concerning The case	-	245
(c) field investigation	-	7
(d) putting on records	-	1492
(e) remainders to be examined	-	31
Total	-	2336

2. The MNHRC received the following 613 responses from the relevant Union Ministries and Organizations, Nay Pyi Taw Council and State and Regional Governments relating to the complaints that MNHRC sent for taking necessary actions. Subsequently, the MNHRC informed the status of responses to the complainants as follows:

(a) responses to the complaint received in 2017	-	1 complaint
(b) responses to the complaints received in 2018	-	22 complaints
(c) responses for the complaints received in 2019	-	204 complaints
(d) responses for the complaints received in 2020	-	386 complaints

3. The 1492 complaints which are placed on record are the cases that have already been handled by the Commission in accordance with its complaints

handling procedure, the cases which are not in line with the criteria of complaint, and the cases under trial before any court, cases under appeal or revision on the decision of any court, cases that have been finally judged by any court. Since these complaints are not required to be taken further actions under section 37 of the MNHRC enabling law, the MNHRC puts them on the record systematically.

4. To lodge complaints or allegations of human rights violations, a written complaint may be sent in person or by registered mail and express mail to No. (27), Pyay Road, Hlaing Township, Yangon. Complaints may be lodged by fax or email to Fax no. 01 654678 and email: info@mnhrc.org.mm and protection@mnhrc.org.mm.

5. The name of the complainant, a copy of national registration card, contact address, how human rights were violated as well as clear and full explanation of the circumstances leading to the incident are necessary together with the complaint letter signed by the complainant. If necessary, copies of documents relevant to the circumstances of the incident, photograph, audio files, video files shall be attached in full with the complaint letter as evidence.

Myanmar National Human Rights Commission

Date: 21 January 2021