

**The Statement of Myanmar National Human Rights Commission on the status of its
handling of complaints
Statement No (14/2020)**

1. The Commission has received a total of 818 complaints from June to September, 2020 and acted as follows:

- Referring to relevant departments and organizations 188 cases
- Advising the complainants on more appropriate remedies and other channels of complaint 87 cases
- Field investigations 3 cases
- Putting on record 473 cases
- Number of remaining cases to be examined 67 cases

2. 473 complaints that do not warrant action are those under trial before a court, those cases under appeal or revision on the decision of any court, cases that have been finally determined by any court, complaints that do not meet admissible criteria and those cases that have been resolved before by the Commission. Accordingly, those cases are systematically recorded.

3. Regarding the complaints that had been referred to the relevant departments and organizations for necessary inquiry and action, 262 responses from respective departments and organizations have been received from June to September, 2020 as follows:

- Responses to complaints in 2018 - 1 responses
- Responses to complaints in 2019 - 50 responses
- Responses to complaints in 2020 - 211 responses

4. To submit complaints or allegations on violations of human rights, a written complaint may be submitted in person or by registered mail and express mail to 27 Pyay Road, Hlaing Township, Yangon. Complaints may be submitted by fax or email to Fax No. 01-654678 and email: protection@mnhrc.org.mm.

5. The name of the complainant, copy of national registration card, contact address, how human rights were violated and clear and full explanation of the

circumstances leading to the instance shall .be necessary together with the complaint signed by the complainant. If necessary, copies of documents relevant to the circumstances of the instance, photos, voice files, video files shall be attached in full with the complaint as evidence.

Myanmar National Human Rights Commission

Date; 25 November 2020