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THE OMBUDSMAN OF ANGOLA *Nelson Domingos António**

PART A. INTRODUCTORY COMMENTARY

1 Introduction

Angola became independent in 1975. However, the new government failed to establish a state founded on democracy and the rule of law owing to its political ideology and the civil war that broke out after independence and continued until 2002.¹ Numerous human rights violations took place in this period.²

During the civil war, one waged between the government and the National Union for the Total Independence of Angola (UNITA), several agreements were signed to promote peace and democratise the country. The Bicesse Agreement, signed in 1991, was the most important of them since it ended the one-party system and paved the way for the drafting of a new constitutional law – Law No 12/91 – that enshrined a set of rights and freedoms. It was revised in 1992 (via Law No 23/92),³ and in this review, the Ombudsman and Ombudsman’s Office were created and given the responsibility to defend citizens’ guaranteed rights and freedoms.

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1 AN Domingos, *Transição Pela Transação: Uma Análise da Democratização em Angola*, Rio de Janeiro, PoloBooks (2015), p 227.

2 In May 1977, for example, the Angolan government executed more than 20,000 citizens accused of an attempted *coup d’état*. See DC Mateus, A Mateus, *Purga em Angola: O 27 De Maio De 1977*, 8th ed, Alfragide, Texto Editores (2013), p 151.

3 See note 1, p 128.

This chapter examines the contribution the Ombudsman has made to human rights in Angola and the challenges faced in this regard. Section 2 deals with the evolution of this institution; section 3 analyses the legal framework for the Ombudsman and Ombudsman's Office; section 4 concerns the Ombudsman's tenure, and section 5, his or her public accountability.

2 Establishment and evolution of the Ombudsman

2.1 The model of the institution

The Angolan constitution creates the Ombudsman as an institution designed to promote justice. Article 192(1) of the Constitution defines him or her as “[an] independent public entity whose object is the defense of the rights, freedoms and guarantees of citizens, ensuring, through informal means, the justice and legality of the activity of the public administration”.

Angola's Ombudsman is a figure inspired by the Ombudsman created in Sweden in 1809 and given responsibility for ensuring the legality and regularity of the performance of the public administration.⁴ The office is an independent public institution whose purpose is to strengthen the democratic state and respect for the rule of law by public officials in their relationship with citizens.⁵ In the Angolan legal system, the Ombudsman plays the important role of interceding with the state in favour of citizens. He or she is, indeed, an independent public figure who acts as a peacemaker mediating between citizens and the organs of public administration, with the aim of safeguarding citizens' rights and freedoms.

2.2 The evolution of the institution

The Ombudsman was enshrined in Articles 142-144 of the Constitutional Revision Law of 1992 (Law No 23/92 of 16 September). The functions of this institution were initially assigned to the Attorney-General of the Republic, as provided for in Article 9 of Law No 23/92. It was only on 19 April 2005, 13 years later, that the National Assembly elected the Ombudsman. In 2006, the Statute of the Ombudsman (Law No 4/06 of 28 April) and the Organic Law of the Ombudsman's Office (Law No 5/06 of 28 April) were approved.

4 MJ Machado, *et al*, *Direito Constitucional Angolano*, 2nd ed, Coimbra, Coimbra Editora (2013), p 277.

5 RCV Araújo, *Direito Constitucional Angolano*, Luanda, CEDP/UAN (2018), pp 291-292.

In terms of the Constitutional Law of 1992 (Law No 23/92) and Articles 6 and 143(2) of the Statute of the Ombudsman, the Ombudsman's tenure was four years, renewable once. In 2010, this was extended to five years, renewable once (the CRA/2010, Article 192(3) of the Constitution).

The term of the Ombudsman elected in 2005 was supposed to expire in 2013 (that is, after two terms of four years), but it was only on 18 December 2017 that the National Assembly elected another Ombudsman. It meant that the person heading the institution responsible for promoting democracy and human rights exceeded the term limits of his mandate by four years. This was in flagrant violation of the Constitution and the law, and discredited the institution's actions.⁶

The new Ombudsman took office on 19 January 2018 before the President of the National Assembly. Since the introduction of this office in the Constitution in 1992 and its effective establishment in 2005, Angola has known only two ombudsmen. The act of having left the Ombudsman to operate for four years after his term had expired reveals the limited importance attached to institutions for the defence and promotion of human rights.

2.3 The nature of the Ombudsman's mandate

Whereas the Ombudsman is an independent public organ, the Ombudsman's Office is a public law institution the purpose of which is to provide the technical and administrative support necessary for carrying out the Ombudsman's tasks. Under Article 18 of the Statute of the Ombudsman (Law No 4/06 of 28 April), the Ombudsman has the responsibility to:

- issue recommendations to the competent organs for the correction of illegal acts of the organs and agents of the public administration or the improvement of their services;
- issue an opinion at the request of the National Assembly on any matters related to its activity;
- promote and disseminate information about each of the fundamental rights and freedoms, as well as information about the purpose of the Ombudsman as an institution, the forms of action he or she takes, and how citizens can submit complaints to the Ombudsman;

6 In 2016, in the programme "The great interview" on the Public Television of Angola, the Ombudsman, Dr Paulo Tjipilica, was questioned about the illegality of his mandate. He replied that his election and mandate did not depend on him, but on the National Assembly.

- intervene, under the terms of the applicable law, in the protection of collective or individual interests when these are threatened by organs or agents of the public administration;
- visit prisons to monitor prisoners' living conditions and, where these violate human rights, inform the superior institutions in the hierarchy of the situation and recommend to the visited institution that it change these conditions;
- investigate complaints raised by citizens concerning the acts of public officials; and
- monitor compliance with the recommendations issued.

Citizens and legal persons may complain to the Ombudsman about actions or omissions of public authorities. The Ombudsman analyses the complaints, but does not have any decision-making powers. However, he or she can make recommendations to the relevant institutions to take action to remedy any injustices.

Complaints can be made in person, by telephone, by email or by letter. These are analysed by the Ombudsman and recommendations are made to government institutions that have violated citizens' rights. The fact that compliance with the Ombudsman's recommendations is not compulsory certainly contributes to non-compliance with them and to continued violation of citizens' rights.

3 Legal framework governing the Ombudsman

3.1 The legal basis for the institution

The existence of the Ombudsman is based legally on Article 192 of the Constitution of the Republic of Angola, as well as on the other rules that form part of the legal framework, namely Law 4/06 of 28 April (the Statute of the Ombudsman) and Law No 5/06 of 28 April (the Organic Law of the Ombudsman), which establish the functioning and structure of this institution.

Article 230(2)(e) of the Constitution gives the Ombudsman the *locus standi* to challenge the constitutionality of any law before the Constitutional Court. However, at no point in its existence has this institution sought to do so, which has reinforced the perception that it is ineffective in addressing Angola's many constitutionally questionable norms and practices.

3.2 Independence of the Ombudsman

Article 8 of the Statute of the Ombudsman stipulates that the Ombudsman shall be independent and irremovable and that his or her duties may not be terminated before the expiration of the term of office for which he or she was elected, save in the cases provided for in this law. The Ombudsman is thus protected against arbitrary dismissal and is subject only to the Constitution and the law.

However, the likelihood of the Ombudsman's acting independently is limited by the manner in which he or she is elected: he or she is elected by the party that has an absolute majority in the parliament, and for this reason is likely to feel indebted to it. Since gaining independence, Angola has been governed solely by the Movimento Popular de Libertação de Angola (MPLA), a party which controls almost all spheres of society. Under the circumstances, it is difficult to see how the Ombudsman could act against the interests of the party-state.

This may help explain the reason for the Ombudsman's inertia in the face of frequent violations of human rights. Arguably, as long as the MPLA continues to dominate the state and society, the Ombudsman will remain a merely decorative, formalistic element of the legal system.

3.3 Procedure for the appointment of the Ombudsman

Article 192(2) states that the Ombudsman and Deputy Ombudsman shall be elected by a two-thirds majority of the National Assembly. Ever since Angola held its first multi-party elections in 1992, the MPLA has always ruled with a majority.⁷ It has therefore always determined who is elected as Ombudsman.

3.4 Financial autonomy

The Ombudsman's Office has an annual budget managed by an Administrative Council. This budget is contained in the Budget of the National Assembly and forms part of the State Budget. The budget must be audited by the Court of Auditors in accordance with Articles 15 and 40 of the Statute of the Ombudsman.

7 In 1992 the MPLA had 129 of the 223 members of the National Assembly; in 2008 it had 191 of 220; in 2012 it had 175 of the 220; and in 2017 it had 150 of the 220.

The budget for the Ombudsman's Office has been attached to the National Assembly. For the 2014 fiscal year, the amount of AOA 1,995,000 was assigned to the Ombudsman. For the 2015 fiscal year, the National Assembly allocated AOA 1,995,474,543 to the Ombudsman's Office. In 2016, the Ombudsman's budget was AOA 977,414,138; in 2017, AOA 2,050,000; in 2018, AOA 2,275,347,669; and in 2019, AOA 1,170,008. Beginning in 2019, the Ombudsman's Office became an independent budget unit. Be that as it may, it is clear that since 2014, the budget allocation for the Ombudsman's Office has fluctuated significantly from year to year.

3.5 Professional skills and knowledge

The first Ombudsman of Angola, Dr Paulo Tjipilica, graduated in law in the 1970s. He was legal advisor and advisor to the Council of Ministers in Portugal between 1977 and 1992. A member of the UNITA party in opposition, he became a founding member in 1991 of the party *Tendência de Reflexão Democrática* (TRD). He held the position of Minister of Justice between 1993 and 2005 during the Government of Unity and National Reconciliation. In 2005, Dr Tjipilica was elected Ombudsman. His election was seen as at the outcome of political negotiation, given that he was not historically connected to the ruling party.

The current Ombudsman, Dr Carlos Alberto Ferreira Pinto, graduated in law in 2004. He served as Deputy to the National Assembly from 1980-1991, and again from 2008-2012 and headed the Constitutional Affairs Committee of the National Assembly. From 1994-1996 he served as the Prime Minister's advisor on internal policy. His election in 2017 as Ombudsman was not by consensus: it received 130 votes in favour, 15 against, and 47 abstentions, in a parliament composed of 220 members.

Article 5(2) and (3) of the Ombudsman's Act stipulates that the Ombudsman has to be "an Angolan citizen who meets the eligibility requirements for the National Assembly and who has a proven reputation, integrity, independence and civil and political rights". In his or her inauguration, the Ombudsman takes the following oath:

I swear by my honor to perform faithfully the office of Ombudsman in which I am invested, promoting and defending the rights, freedoms, guarantees and legitimate interests of citizens, in the strict respect for the Constitution and other laws of the Republic.

3.6 Relations with civil society

To promote his role, the Ombudsman has sought to meet, albeit timidly, with provincial governments, the judiciary, traditional authorities, religious and civil society organisations, teachers and university students. As such, there has been a degree of interaction with civil society. However, some remain skeptical about the Ombudsman's actions. Activists have suggested that the Ombudsman should be more closely involved with civil society, in that engagement with organised citizenry would help to publicise the role of the Ombudsman's Office and can make it easier for complaints to reach the Ombudsman.

3.7 Accessibility of the Ombudsman

The Ombudsman has representation in the provinces of Luanda, Bengo, Huambo, Cuanza-Sul, Cabinda and Cunene. The institution, that is to say, is present in only six of the 18 provinces that make up the Angolan state. This shows that the Ombudsman's Office is not yet properly decentralised – since it is not present throughout the national territory, there are many citizens who unable to access its services and defend their rights.

Although the Ombudsman receives complaints from all 18 provinces, his report of 2015 indicates that, of the 460 complaints filed with the Ombudsman's Office, 400 originated in Luanda, a province which is home to the capital city and, with about 6 million inhabitants, the most populous in Angola. Luanda city is where the headquarters of the Ombudsman's Office are located, as are the main institutions of public administration; similarly, the country's key media outlets are found in Luanda, which also has the largest number of tertiary education institutions in the country. These factors may explain why complaints emanate mostly from Luanda. The Ombudsman's report of 2017 shows that Luanda province continued to lead numerically in terms of the origin of complaints. Of the 360 complaints received that year, 243 came from Luanda – however, compared to previous years, the number from Luanda dropped by almost half.

The ease with which citizens can access the Ombudsman's Office is critical for any effective and efficient human rights strategy. Many of the activists who were interviewed for this study pointed out that too many people are unaware either of the existence of the Ombudsman, or, if so aware, of the role he plays. Although statistics point to a considerable number of telephone calls, most of them go unanswered. Messages sent to the Ombudsman's email account are answered only after long delays. As

for his website, this is not updated. For example, at the time of writing, the most current information on it was a report from 2011.

4 Mandate of the Ombudsman

4.1 Overview

The legislation establishing and regulating the activity of the Ombudsman and Ombudsman's Office is in line with much of the human rights law in force in other states. However, aspects of it could be improved.

A fundamental point in this regard is that the recommendations made by the Ombudsman should be binding. That is to say, the institutions complained against should be obliged to cease the infringement and repair the damage caused once the Ombudsman has verified matters and made his or her recommendations. Under these circumstances, the work of the Ombudsman would meet the needs of citizens.

The Ministry of Justice and Human Rights has, for the first time, adopted a draft Medium-term National Strategy for Human Rights 2019-2022. Its objectives are, among other things, to strengthen the human rights system at provincial level; reinforce collaboration and partnership with civil society; provide training and education in human rights; undertake programmes and initiatives to promote a culture of human rights; and strengthen the fight against trafficking in human beings. The implementation of this programme can contribute to ensuring the protection and promotion of human rights in Angola.

4.2 Monitoring domestic human rights situations

The Ombudsman's reports for the years 2008-2017 show that the main complaints lodged with and monitored by him relate to land, labour and property issues, the administration of justice, and the Public Prosecutor's Office.⁸ Labour disputes tend to be frequent in countries that are marked by long histories of slavery, colonialism and segregation and where promoting respect for citizens' rights is thus not common practice. In these contexts, employers tend not to respect workers' rights. This may be the reason for the high number of workers' complaints.

8 The item "others" commonly occurs in the report, but there is no description of the types of complaints it includes. For that reason it is not included in the analysis as being the item with the highest incidence.

Similarly, fundamental rights, including land and property rights, are commonly violated in states with a weak democratic culture. Despite Angola's transition to democracy in 1991, many citizens holding public office and economic power retained the authoritarian values of the past. Invasions of land and buildings and arbitrarily detention of citizens are some of the violations that are frequently perpetrated.

The Ombudsman's report for 2017 identifies the organs of public administration to which he sent letters and indicates whether or not they acted diligently on those letters. The Ministry of Justice and Human Rights leads in the number of recommendations sent to it, with ten cases, followed by the Attorney-General's Office, with eight cases. As regards the institutions that responded promptly to the recommendations, the General Command of the National Police, the Ministry of Education and the Supreme Court are at the top of the list, with 100 per cent response-rates to the Ombudsman's reports.

Among the institutions that have not responded to any of the Ombudsman's reports are the National Assembly, the Civil Cabinet of the President of the Republic, the Ministry of Finance, Ministry of Planning, Ministry of Transport, the provincial governments of Luanda and Cabinda, the Criminal Investigation Service, and the Migration and Border Service. The lack of response from these institutions results in impunity for human rights violations.

4.3 Monitoring compliance with international standards

From a formal point of view, the Ombudsman acts according to the guidelines laid down in the Paris Principles. The Office of the Ombudsman can freely investigate complaints made to it or act on its own initiative. However, there are many violations of human rights about which it remains silent. One notorious example relates to the so-called "15 + 2" case, in which 15 young men and two women were arbitrarily arrested on suspicion of plotting a *coup d'état*.⁹ When asked about his position, the then Ombudsman argued that the matter was not within his competence.

Although the Ombudsman may hear any person, and obtain any information and documents, necessary for investigating situations within his competence, the demand for his services is manifestly low, as is the

9 L. Beirão, *Sou Mais Livre, Então: Diário De Um Preso Político Angolano*, Lisboa, Tinta da China (2016), p 19.

response rate of organs to which his recommendations are sent. The table below shows the number of complaints received annually.¹⁰

Table 1: Number of complaints received by the Ombudsman of Angola, 2007-2017

Year	Complaints
2008	186
2009	334
2010	292
2011	295
2012	673
2013	593
2014	612
2015	460
2016	368
2017	301

Summaries of the Ombudsman's reports are occasionally published in print and digital news media, but generally they are not easily accessible and the Ombudsman himself seldom makes media appearances. However, he has indeed participated in regional and international events for institutions that defend and promote human rights.

4.4 Education and information

In May 2017, the Ombudsman held briefings to discuss his role, mandate and relevance. This was followed in July 2017 by a seminar on the duty of cooperation between the Ombudsman and other state organs and stakeholders. Similarly, in 2018 the new Ombudsman held a series of lectures in Angolan universities on the theme, "Citizen our occupation, citizen our concern", to inform citizens about the role of the Ombudsman.

In spite of these efforts, many citizens know little about this institution. Numerous interviewees said that they are not aware of major activities carried out by the Ombudsman. The implication is that this office should devise more effective strategies to disseminate information, especially among the most disadvantaged, who tend to be the main victims of human rights violations.

10 The table contains data compiled from annual reports covering the first ten years of the Ombudsman's existence.

4.5 Receiving and handling complaints and petitions

The Ombudsman receives complaints about actions or omissions of the public authorities, investigates them, and sends reports with recommendations to the competent organs to remedy the injustices, pursuant to Article 92(4) of the Constitution.

Complaints can be submitted orally or in writing, by telephone or electronically. They must include the identity and address of the complainant and, if possible, his or her signature. When complaints are presented orally, the Ombudsman registers them in writing and the complainant signs the relevant document if this is possible. Complaints should not contain terms offensive to the good name and honour of the persons or institutions concerned. When the complaint is not presented in proper terms, the complainant is given a maximum of 30 days to rectify this. To submit complaints to the Ombudsman it is not necessary to appoint a lawyer for the purpose, nor to pay costs and seals, provided that complainant sign and identify themselves and their physical addresses.

Complaints are reviewed to assess their admissibility, timeliness and reasonableness. Complaints which are anonymous, in bad faith, without foundation, which do not fall within his competence, whose illegality has already been repaired, or whose proceedings result in the loss of the legitimate rights of third parties are rejected by the Ombudsman in terms of Articles 23 and 24 of the Law on the Statute of the Ombudsman.

4.6 Monitoring government compliance with recommendations

The Ombudsman's reports show that in the period 2014-2017 the number of recommendations to organs violating citizens' rights decreased substantially from 142 to 18. From 2014 onwards, the complaints reaching the Ombudsman's Office decreased from 616 to 301 – a reduction of 50 per cent. So, if there are fewer complaints, then there also are fewer recommendations.

The reduction of complaints to the Ombudsman's Office may be a reflection of citizens' lack of awareness of it or even suggest that citizens have a negative impression of it. Indeed, civic activists who were interviewed about the Ombudsman's recommendations, for example, were not very positive in their appraisals.

The evidence from the Ombudsman's reports indicates, however, that numerous cases were referred to the competent organs and that some were

resolved. Nonetheless, in a country like Angola, one with about 26 million inhabitants and fraught with social conflict, the number of complaints and cases solved is manifestly low.

5 Public accountability

5.1 The Ombudsman's annual reports

Article 192(7) of the Angolan Constitution requires the Ombudsman to prepare an annual report containing the main complaints received and recommendations made. The report must be sent to the National Assembly as well as other organs of state. However, Article 21(1) of the Statute of the Ombudsman provides that, in addition to the annual report, the Ombudsman must send a report of his activity to the National Assembly every six months. The report shall likewise set out the initiatives taken, the complaints received, the steps taken, and the results achieved.

The Ombudsman's annual report for 2017 presents the number of complaints made during the period 2008-2017. The data show that the peak of complaints occurred in 2012. This coincides both with the adoption of a new constitutional framework formalising certain rights and freedoms and with the outbreak of demonstrations led by young activists inspired by the Arab Spring.¹¹

Despite the advent of the rights, freedoms and guarantees in Angola's Constitution of 2010, and notwithstanding that the number of complaints submitted to the Ombudsman declined from 673 in 2012 to 301 in 2017, the period 2011-2017 was one of great government repression. During these years, stage agents took countless legal actions against journalists; demonstrators were arbitrarily arrested and beaten; Cassule and Camulingue, former military officers who wanted to organise a demonstration to demand payment of their pensions, were executed; land was arbitrarily expropriated and houses arbitrarily demolished; Rufino, a man who tried to prevent the demolition of his house, was executed; and, as mentioned, in the "15 + 2" case, a number of young people were arrested and convicted for allegedly plotting a coup.

The reduction of complaints to the Ombudsman during this period may be linked to increased repression and the discrediting of institutions for the defence and promotion of human rights. In contexts where there is a high level of government repression and where citizens do not have faith

11 See note 1, p 188.

in human rights institutions, recourse to these institutions tends to diminish.

5.2 Regular consultations with stakeholders

The Ombudsman often holds consultations with the parties concerned in order to find amicable solutions. However, as already noted, the number of complaints is very low, as is the level of response from the organs of state to whom the recommendations are addressed.

In the exercise of his powers to investigate cases and resolve disputes in which the entity is a public administration organ, the Ombudsman interacts with various public entities by way of letters and requests for information to legal experts working with the organ, the intention being to find solutions or, at any rate, clarify the case at hand.

6 Conclusion

The preceding discussion has underscored both the importance of the Ombudsman and the Ombudsman's Office as well as challenges they face. Although it is an essential institution that promotes democracy and the rule of law, the Ombudsman of Angola is not represented across the country but only in six of 18 provinces, with the result that most of the complaints received emanate from these provinces, especially so from Luanda, the capital of the country. It is not surprising that people are unaware of this institution's existence and the role it plays, a situation in which millions of citizens are left deprived of protection of their human rights.

In the course of the ten years from 2008-2017, the Ombudsman's Office received only 3,813 complaints in a country with a population of about 26 million and where there are frequent human rights violations, numerous incidents of illegal expropriation of land and demolition of houses, arbitrary arrests and detentions, and abuses of the rights of workers as well as the rights to freedom of expression, assembly, association and demonstration.

The Ombudsman may approach victims on his own initiative and then make recommendations to the law-breaking organs. Examples include visits to prisons to monitor the situation of the prison population, as well as visits to courts and sites of land expropriation and home demolition in order to witness what was happening and submit the necessary recommendations. However, the weakness of the Ombudsman's position

was illustrated in a case in which he was prevented from visiting the spot where soldiers in the Angolan army had killed a boy who tried to prevent the demolition of his residence.

The Ombudsman's limitations are also notably apparent in the lack of obligatory compliance with his recommendations, the repercussion of which is that state organs pay little heed to them. Furthermore, the fact that the Ombudsman is elected via the party-political system in a highly partisan country makes him vulnerable to political control. More effective arrangements could be found to avoid political interference in the appointment of office-holders, for instance a competitive and transparent process overseen by the judiciary or other independent entities.

Political interference allowed the first Ombudsman to exceed the limit of his mandate by four years, in flagrant violation of the Constitution and the law. The National Assembly, which is responsible for electing a new Ombudsman, remained inert during this time, since the governing party wished to maintain the status quo. Similarly, institutions such as the Attorney-General's Office, the Constitutional Court and the Bar Association also kept a strange silence.

The budget for the Ombudsman's Office seems insufficient, since it is unable to operate nationwide or hire properly qualified professionals to carry out the work of defending and promoting human rights. This is work that requires financial investment and specialist human resources, for without them the state will continue to be a Saturn devouring its own children.

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Presidential Decree No 74/15 of 24 March. Approves the Regulation of Non-Governmental Organizations

Law No 4/06 of 28 April. Approves the Statute of the Ombudsman

Law No 5/06 of 28 April. Approves the Organic Law of the Ombudsman

Law No 23/92 of 16 September. Constitutional Review Law

PART B. SELECTED HUMAN RIGHTS DOCUMENTS AND MATERIALS

B.1 Constitutional framework

Constitution of Angola of 2010

Section IV: Essential Justice Institutions

Article 192 (Ombudsman)

1. The Ombudsman shall be an independent public body whose purpose shall be to defend the rights, freedoms and guarantees of citizens ensuring, by informal means, the justice and legality of the public administration.
2. The Ombudsman and Deputy Ombudsman shall be elected by the National Assembly on the decision of two thirds of Members in full exercise of their office.
3. The Ombudsman and Deputy Ombudsman shall be sworn in by the President of the National Assembly for a five-year term of office which may be renewed once.
4. Citizens and corporate bodies may present the Ombudsman with complaints concerning acts or omissions by public authorities which they shall consider, with no powers of decision, submitting the necessary recommendations for the prevention and remedying of injustices to the appropriate bodies.
5. The activity of the Ombudsman shall be independent of the means for ruling on appeals or disputes provided for in the Constitution and the law.
6. It shall be the duty of public administration bodies and agents, citizens and other public collective bodies to cooperate with the work of the Ombudsman.
7. A report on the main complaints received and the recommendations made shall be drawn up each year, submitted to the Assembly and forwarded to the other bodies that exercise sovereign power.
8. The law shall establish the remaining functions and statutes of the Ombudsman and Deputy Ombudsman, in addition to the entire support structure known as the Ombudsman's Office.