

**THE HUMAN RIGHTS DEFENDER OF ARMENIA AS THE INDEPENDENT
NATIONAL PREVENTIVE MECHANISM**

REPORT

YEREVAN 2011

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INTRODUCTION

Since independence in 1991 Armenia has signed almost all the international documents on human rights, including the International Covenant on Civil and Political Rights, European Convention for the Protection of Human Rights and Fundamental Freedoms, the UN Convention Against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, the Optional Protocol to this Convention, etc.. As a result, the system of legal values was to become the main guideline for further development of the legal framework of Armenia. The latter equally refers to the reflection of requirements laid down in these documents in the RA legislation, as well as its enforcement.

The Optional Protocol to the UN Convention Against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment of 18 December 2002 (signed by the RA National Assembly on 31 May 2006) envisages the creation of independent national prevention mechanisms endowed with broad powers and guarantees to have free access to and conduct relevant studies in all the places where people can be kept under arrest locally.

Proceeding from the abovementioned, in 2008 the RA Law on the Human Rights Defender was amended with Article 6.1, recognizing the RA Human Rights Defender as the national preventive mechanism.

In the early 2009, the Torture Prevention Expert Council was established with the EU assistance which has assisted the RA Human Rights Defender's office to study all the closed institutions of Armenia where people may undergo torture or violence. Reports were published in 2009 and 2010.

Taking account the international experience and the best practices of the national preventive mechanisms, the third RA Human Rights Defender, highlighting the problems of the abovementioned sphere and in order to reach more targeted solutions, created the Department of Prevention of Torture and Violence of the HRD's Office in 2011. Besides, Torture Prevention Expert Council was set up, which replaced the expert council funded by the EU which included a wide range of representatives of the civil society.

During the first ten months of 2011, studies were carried out in the penitentiaries, the police departments, military units, psychiatric hospitals, orphanages, special schools, care homes of the Republic of Armenia by the Expert Council to reveal and prevent cases of torture and other inhuman or degrading treatment or punishment. Shortcomings were revealed in the national legislative framework of this sphere which practically render the protection of the rights and legal interests of persons deprived of liberty more vulnerable.

The National Preventive Mechanism Expert Council took into account the information of the European Committee on Torture Prevention (CTP), as well as the NGOs and observation groups.

Considering the peculiarities of the public administration and the civil society in our country which prefer the brief and informative approach, this report will

touch upon the shortcomings and gaps detected by the NPM in specific spheres, without an analysis of the positive achievements.

It should be noted that the international organizations, as well as sector observation groups, media outlets and the entire society have become more active in the sphere of the prevention of violence.

During the studies in the abovementioned institutions, the NPM revealed 13 cases of violence and inhuman treatment, criminal proceedings were launched on 1 case, internal investigations were carried out into 4 cases, 8 cases were discussed with the relevant authorities. The internal investigations were a mere formality. The punishment, mainly reprimands and warnings, are not proportionate to the degree of dangerousness of the act.

RA MoJ PENITENTIARIES

1. The issue of overpopulation

Analyzing the issues of overpopulation, the NPM notes that if the penitentiary institutions (PI) encounter overpopulation, cases of violence are unavoidable. It is not accidental that most European countries and the U.S. Supreme Court consider overpopulation as a form of violence. Unfortunately, the penitentiaries of our country have been unable to rid of this phenomenon for years.

Studies have revealed that the international and national legislative provisions on the population of detainees and convicts in penitentiaries are not always enforced. When detainees and convicts move to penitentiaries, the issue of selection of persons to share the same cell is important. Meanwhile, persons serving sentences for different offenses with different criminal behavior and different levels of culture have to share the same cell due to a dense population. That is why, detainees and convicts either undergo pressure by more “experienced” convicts or “plunge” into the criminal culture in the course of time, which affects not only their rehabilitation but also the development and spread of the criminal subculture. There is often no possibility to keep recently moved detainees and inmates who came earlier in the same place. Recent comers are sent to different cells, which increases tension inside cells, creates unequal conditions for newcomers and the others and hampers the process of adjustment of newcomers. In fact, the rehabilitation and return of the person to the society as a law-abiding member is endangered.

Breaches and shortcomings have been reported in regard to the appointment of long visits to detainees and convicts: Yerevan Kentron PI does not have a room for long visits, while Goris PI has only one room which does not enable effective organization of long visits to convicts.

Obvious breaches of the requirement of the living space per detainee and convict have been reported in Nubarashen PI where 16-20 inmates live in cells

intended for 8 people. Facts of overpopulation have been reported, namely in Vardashen PI there were 241 people instead of the permitted 154 at the time of the visit, in Erebuni PI there were 576 people instead of the permitted 391, in Nubarashen PI there were 1200 people instead of 840. Some semi-open security inmates of Vardashen PI live in the corridor of the utility building of the institution, sleep in shifts, in the result of which they are deprived of the right to sleep at night and have personal belongings, which causes additional stress and complicates interpersonal relations among inmates.

Inmates on hunger strike stay in general cells due to the problem of overpopulation. They watch the other inmates eat, which is a form of psychological pressure on hunger-strikers (Yerevan Kentron PI).

The issue of overpopulation is aggravated due to the irregular and incommensurate approaches of the administrations of penitentiary institutions and independent committee of early conditional release from serving a sentence, commutation of the remaining term of sentence into a milder punishment.

During the visit to Abovyan PI, 88 convicts handed a signed document to the RA Human Rights Defender which brought up the issue of early release (33 convicts were nominated for early release but early release was granted to only 1 of them).

The latest amnesty has relieved the penitentiary institutions but as of today four penitentiaries are overpopulated (Nubarashen, Vardashen, Kosh, Sevan PIs).

In response to the inquiry of the RA Human Rights Defender on relieving penitentiaries, the RA minister of justice stated that the issue will be resolved completely within ten years. From the point of view of human rights, this is a long period, especially that the overpopulation of the penitentiary institutions tends to grow. As of April 2006, this number was 2997, while in November 2011 it was 4868. Thus, a 60% growth has been reported. It should be noted that all the penitentiary institutions of Armenia together admit 4346 people as prescribed by the law.

2. Medical services

Medical units have been created in all the penitentiary institutions to organize medical services for detainees and convicts. Besides, the Prison Hospitals PI operated within the penitentiary system where the persons deprived of their freedom are transferred whose treatment cannot be organized at the medical units of the penitentiary institutions.

Nevertheless, the state of the medical units of the penitentiary institutions is not satisfactory to provide appropriate medical services, there is a shortage or absence of necessary premises, equipment and medicine.

Pre-trial detainees do not get relevant medical aid until the verdict is enforced. In a reported case, a person's state of health deteriorated rapidly because no appropriate medical aid (for drug addiction, especially to petrol mix) was provided (for instance 14.03-12.05.2011թ, T.Gh., Artik PI). No appropriate medical aid to pre-trial detainees who are drug addicts is prescribed by a government decree.

Diagnosis of persons deprived of their freedom who suffer from severe diseases hindering serving of their sentences is delayed groundlessly due to the procedural issues of the working and interagency medical commissions.

In Abovyan PI, two female convicts suffer from severe diseases hindering the service of their sentences included in the list established by the RA Government but their transfer to the Abovyan City Hospital was delayed for a lasting time.

First medical aid to inmates is insufficient, especially in night hours (in Abovyan PI, after 19.00, detainees and convicts do not receive appropriate medical aid because the doors of all the cells are locked, blood pressure of detainees and convicts is measured by reaching out a hand through the window in the cell door. Inmates said there is no glucometer). The check revealed that the medical unit had one but due to the lack of strips it was used only in cases of sheer necessity.

At the moment of admitting a person to the PI the necessary medical examination is not organized, it is superficial, incomplete. The relevant records are made in the medical cards but in some cases the conclusions are not made through juxtaposition. Two persons were admitted to Abovyan PI where the doctor examined different injuries on their bodies, which were recorded in the medical card but the recorded conclusion was absence of violence. During a private talk with the abovementioned persons it became known that they had undergone violence in the police station.

The lack of facilities for in-patient treatment may cause not only spread of respiratory diseases but also interpersonal conflicts. A sick detainee and convict are an extra stressor for their cellmates, and at the same time, the patient may also undergo psychological pressure. In some cases the number of rooms in medical units of PIs is not sufficient to provide appropriate first medical aid to detainees and convicts. There are no separated furnished rooms for in-patient medical aid and care. Sometimes, in-patient medical aid is provided in cells (Yerevan Kentron PI). The Hospital of Convicts PI's medical services lack modern equipment (CT scanner, analyzer, laboratories, etc.) to ensure satisfactory medical services. For precise diagnosis and treatment of some diseases, the PIs use the services of civilian hospitals, which is practiced in exceptional cases due to risks and costs, presenting serious challenges to PIs (accompanying, control, expenses, etc.). No tests are carried out due to the lack of equipped laboratories in the PIs, which complicates identification of diseases.

The gynecological table in the medical unit of Abovyan PI is outside the room for women and is in the room for minors. The NPM is concerned that the location of the medical table needed for examining women in another place may be used ineffectively and presents corruption risks.

Yerevan Kentron PI lacks dental equipment, inmates have to relieve toothache with painkillers, and necessary medical aid is organized at least one day later. The medical staff of the Prison Hospital PI states they urgently need medical equipment and improvement of conditions.

In Goris PI, part of the medicine in the medical unit was expired and was not given in time and in the necessary amount. The glucometer is old, strips are four years old.

The staffs of the medical units of almost all the PIs are incomplete. The team of the medical unit of Yerevan-Kentron PI consists of a head and a nurse, there is not a dentist's position, while in Erebuni PI the positions of the head specialist and three medics have been vacant for a lasting time. In the military unit of Goris PI, there were vacant positions, there was no dentist. It is notable that the staff has to invite a dentist from the outside for each patient, for which an extra AMD 5000 is paid.

Another serious problem is recruitment of qualified specialists. Treatment of diseases is non-targeted, paracetamol is given for every disease (Nubarashen PI). Hence, the complaints of convicts and detainees of the low professional qualification of medics are relevant. In fact, the duty to ensure appropriate care and treatment of patients in PIs as prescribed by the law is performed insufficiently.

3. Utilities and Living Conditions

According to international, as well as national legislative acts, the living space intended for a convict in a correctional institution shall comply with the building, sanitary and hygiene standards established for common living space. Meanwhile, the sanitary and hygiene state was not satisfactory in almost all the PIs visited. Particularly, sanitary and hygiene norms and requirements are not observed in the dining rooms, toilets and bathrooms, as well as cells, the punishment and quarantine cells are humid, full of insects, sometimes rats. Open operating wires in the cells and rooms of general use have been reported (Nubarashen and Artik PIs).

While serving one's sentence a person must receive proper food, it must be properly cooked and include the nutrients required for normal functioning of the body. Meanwhile, it has been reported, and inmates have informed that the PI (Nubarashen and Koch) provided one type of food. Therefore, detainees and convicts mostly eat the food brought by their relatives, considering the food of the institution unsatisfactory. They use the sheets and bedding, even beds, brought by their relatives (Vardashen PI).

It should be noted that the working conditions of the PI staffs are also insufficient. The medics do not have properly equipped offices and dining rooms, which has a negative impact on the effectiveness of their work.

4. Social and psychological issues

The overall psychological state of inmates is bad. Staying in cells for a long time, meeting the same employees and inmates, having limited possibility to work, do sports, read literature and press, being isolated from art and culture, inmates appear in a depressive state, which complicates the correction of the detainee or convict.

There are no adequate conditions for the life and personal care of inmates with disabilities who have limited possibilities (in wheelchairs) (Nubarashen PI). Convicts undergo even more stress due to the negative attitude of the society, the enclosed space, as well as different economic and financial problems.

In these conditions, programs of psychological and psychotherapeutic assistance to detainees and convicts in PIs are a necessity. However, there are no adaptation and psychological programs for inmates.

The cause of this problem is the lack of specialists of social and psychological services in PIs, which does not enable providing complete necessary assistance. In particular, psychological diagnosis and psychological consultations are not carried out, first professional psychological assistance is absent.

Shortcomings were reported in regard to the qualification of existing specialists. In particular, the employees of psychological services do not have special education and required qualifications. The psychological service of Yerevan Kentron PI has two employees, one has studied mathematics, the other has studied law.

There are no satisfactory working conditions for the employees of the social and psychological service; detainees and convicts receive psychological assistance in corridors, there is no possibility for psychological group activities (Vardashen PI).

5. The issue of education

The organization of education in PIs, besides protection of the constitutional rights of the PI population, are also essential to relieving psychological stress, improvement of interpersonal relations, acquisition of new professions, and integration of a qualitatively new member in the society. This issue is especially important for the minors; in Abovyan PI, the education of minors is not well-organized due to the lack of special psychologist pedagogues. Minors remanded in custody are deprived of the possibility of getting education, which is a violation of their right to education. This issue needs a legislative framework.

In general, not in all PIs is the education of detainees and convicts organized appropriately.

6. Relations between detainees and convicts and penitentiary administrations, as well as other public administration bodies and officials

Polarization of relations between the PI administrations and detainees and convicts is noticed in PIs, which is mostly due to the total lack of confidence in the PI employees, as well as other agencies and officials, particularly the law enforcement and judicial bodies (Nubarashen and Vardashen PIs).

In private talks, detainees and convicts voiced complaints which directly or indirectly indicate a number of corruption risks in the activities of the PI personnel. They are related to accepting and forwarding requests, leaves, as well as artificial hindrances to nominating for early release (Erebuni PI).

Detainees and convicts claim to undergo discrimination in prison conditions, in particular, the so-called “prominent” convicts are transferred to the medical unit.

In fact, detainees and convicts in all PIs voiced complaints of the decisions of independent commissions for early release, as well as the failure of the PI management to submit relevant petitions.

The group has revealed some shortcomings and gaps which hinder regular relations between convicts and PI administration. The members of the expert council had to provide legal advice to detainees and convicts in PIs, which is evidence that the administrations either do not implement appropriate activities or the activities are of poor quality.

The signatures of convicts who waive walk are not found in the relevant register (Yerevan Kentron PI).

In Abovyan PI, it was reported that the former employee of the PI K.H. has been convicted but serves the sentence in a lockup.

POLICE DEPARTMENTS

Cases of torture and ill- treatment and procedural guarantees against them

The studies have revealed that in police departments there are still some cases involving torture and inhuman treatment of persons brought to police stations while they stay there.

In private talks during the visits to PIs the arrestees and detainees informed that torture and degrading treatment had been used against them to obtain a confession or information. In 2011, the NPM reported cases of ill-treatment of physical nature of persons deprived of freedom during the preliminary interrogation by police officers (before the arrest warrant was issued). Injuries caused with a knife were found on the lower part of the right knee and the belly of A.D. brought to the RA Police Department for Combating Organized Crime. A.D. said the injuries on the leg were the result of beating with a rubber truncheon by the RA police officers, while the injuries on the belly were caused by himself. In other words, according to the statement of this person, the person injured himself to avoid continuous violence.

Arrestees told during the meetings with the members of the Expert Council that they had undergone violence but refused to submit a written application, fearing further aggravation of their status. Bruises were reported on the face of the detainee G.S. at the right eye and the right ear. The record holds that the detainee tried to escape and got injuries by falling down. However, during the private talk with the detainee G.S. it became known that they were caused by violence (Kapan Police Division). Meanwhile, in private talks with two adolescent convicts, A.A. and R.H., it became known that they also underwent violence in the police divisions of Shengavit and Yeghvard. The NPM is concerned that the detainees do not submit letters of complaint, sometimes they refuse to have a private talk with the group,

delaying it till the verdicts are in place. There is a fear that their frankness may result in a more severe punishment.

According to the national legislation, from the moment the arrest warrant is issued a person has the right to counsel and the right to know their rights. However, the rights to counsel and the right to know their rights of the persons brought to the police station immediately after being deprived of freedom continue to be violated. Advocate A.S. informed that the officers of the General Department for Combating Organized Crime did not observe the right of A.S. and A.Gh. to counsel as prescribed by the RA Criminal Procedure Code. In another case, Gh.V. was brought to Yerevan Police Department but was not informed about his rights for several hours running. And only after the intervention of the representatives of the RA Human Rights Defender's Staff were the violated rights of the abovementioned persons restored.

The studies have revealed that the holdovers have no hired medics, except for the holdover of Yerevan. Therefore, medical examination is done superficially, by police officers, solely on the basis of complaints. In some cases, an ambulance is called.

For the same reason, first medical aid is not organized professionally. In almost all the holdovers medicine is given without a prescription, on the basis of a diagnosis by the police officer on duty. In the holdover of Echmiadzin, expired medicine was found in the first medical aid cabinet.

MILITARY UNITS

1. General observations

The studies in military units have revealed several shortcomings and gaps related to the premises of the military units, the sanitary and hygiene conditions of conscripts in military service, as well as some organizational and other issues.

Premises intended for civilian purposes in the recent past have been redesigned and adjusted for military units, and no favorable conditions for the servicemen are in place. In some military units, the conditions are unsatisfactory. In one of these military units located in Armavir the barrack is made from wood and is in a poor condition.

The toilets of the barracks of some military units are out of use, hence the servicemen use the insanitary toilets located at a considerable distance from the barracks (Armavir, Syunik, Gegharkunik regions, Yerevan).

Shortcomings and gaps were reported in the facilities for cooking and serving food. In some military units located in Yerevan, there were insects on the pots of the cooking unit of the cafeterias, the air ventilation equipment is out of use. Refrigerators, washing and chopping equipment is absent (Syunik, Armavir, Gegharkunik).

It was reported that sometimes servicemen undergo a non-proportionate treatment by the commanders. In private talks with the servicemen of one of the military units in Syunik it became known that the servicemen who had served for more than one year and had no penalties could not use their leave. It became known that 10 servicemen were registered in the in-patient treatment register in the medical post of the military unit in Goris but 3 were absent; the head of the medical post explained that these servicemen had recovered and were to be checked out and had been sent to move furniture from one of the barracks. In a private talk with these servicemen it became known that they had moved to the medical post on the same night. Moreover, two of them had a fever, and the third had the inflammation of the ears.

The officers do not take sufficient measures to raise legal awareness, shape tolerance and improve the situation of breaches of field manuals by the servicemen. Cases are reported when the servicemen use violence against one another in interpersonal conflicts. In a private talk during the visit to the military hospital, the serviceman Zh.M. informed that he had undergone beating and degrading treatment by the other conscripts of the military unit. Injuries were reported on different parts of the body (legs, hand, ear) of the conscript Zh.M. which were caused by kicking, burning with cigarettes and in other ways (criminal proceedings have been launched).

Tension is noticed in interpersonal relations of servicemen in some military units in Syunik region which the commanders link with the presence of a great number of servicemen with a criminal record.

2. Medical service

The studies have revealed that the medical posts in some military units do not have wards. The commander of one of the military units located in Armavir region stated that the servicemen who have complaints receive first medical aid and are then sent to hospital. It is of concern that first medical aid is provided without having a ward. In the medical post of one of the medical units in Yerevan 4 conscripts were registered for in-patient treatment. However, they were on active duty together with other conscripts due to the lack of conditions in the medical post.

In some military units, the servicemen told that they had been drafted having health problems. A person serving in one of the military units of Gegharkunik region had been drafted with a metal device in his right leg and served for about two years. The conscript has constantly complained of discomfort and pain but his complaints have been ignored. Following the interference of the NPM, the person was sent to the military hospital to remove the device. However, the relevant medical intervention was not performed in either the central hospital or the hospital of Vardenis, and the conscript returned to continue the military service.

SPECIAL SCHOOLS AND ORPHANAGES

The premises of most special schools and orphanages need renovation. The premises were mostly built in the Soviet period; most of them have no local boiler houses. The allocated funding is not sufficient for the heating of premises of special schools and orphanages in the regions. Fuel (electricity and gas) is saved, so classrooms and bedrooms are not heated sufficiently. It is of concern that the temperature in the wards was +16 degrees C in November (Special School N1 of Sisian Town).

The physical and mental level of children in some schools in the regions did not correspond to the status of the school. There were absolutely healthy children who appeared there because of the difficult social conditions of their families (School N1 of Sisian).

The NPM thinks this situation is not only a violation of the children's rights but also a circumstance that may result in psychological pressure on them, causing children to regress.

In Yerevan, there is only one school for children with seeing, hearing and moving disabilities each, where children of remote regions cannot stay with their families, do not have a direct contact with their parents for a long time. The reason is the lack of special means of transport.

The special orphanage in Kharberd intended for the children suffering from severe diseases faces the issue of overpopulation. 10-12 children live in the bedrooms and playrooms furnished for 6 children. The beds are arranged so that a wheelchair cannot be brought near the beds, which is a serious problem not only for the teachers but also for the children. The state of employees providing psychotherapeutic treatment and care is unsatisfactory.

In Marie Izmirlian Orphanage SNCO, boys and girls aged 6-8 live together and use the same general and non-separated toilet, which may have a negative impact on the emotional and sexual development of the children, arousing unhealthy curiosity and an inadequate behavior.

Some orphanages lack materials and objects intended for psychological development activities. There are insufficient rehabilitation and hygiene products (mainly diapers) and food (Gyumri and Nor Kharberd).

In the specialized orphanage in Nor Kharberd some patients stay, for whatever reason, till the age of 25 to 30. According to the established regulation, at the age of 18 the patients must be transferred to the psychiatric care home in Vardenis.

The studies have revealed that almost all the orphanages receive in-kind and financial assistance from citizens and charitable organizations apart from the public funding, which are spent at the discretion of the principal.

We believe that the targeted use of this assistance will ensure more favorable conditions for children. This issue, however, is not controlled and regulated by the relevant authorities.

PSYCHIATRIC INSTITUTIONS AND CARE HOMES

The observation revealed that all the buildings need urgent renovation. In some institutions, the beds of patients are old, iron, faded and broken. The state of the bathrooms of the neuro-psychiatric clinic in Kapan is poor. Sheets and bedding is not provided to the patients in time, or is worn, not fit to use. There were patients who had not taken a bath for ten days (Kapan Clinic).

During the observation of the old people's home in Nork and the care home in Yerevan (Fourth Village), rooms with different degrees of renovation were reported, which is a form of ill-treatment by the management. The NPM thinks it contains an element of corruption.

The orphanages, psychiatric hospitals and care homes lack specialists with professional qualification. Due to the low pay the positions of specialists are filled in by people without a relevant education. In Marie Izmirlian Orphanage SNCO, the social worker has studied philology, and the psychologist has no professional education. In the psychiatric care home of Vardenis, there is only one psychiatrist for 520 patients. The same situation is in Nork Care Home of and Care Home N1 of Yerevan. Some positions often remain vacant for a long time.

Specialists are not motivated to work in these institutions and take care of the troublesome beneficiaries. Hence, the risk of violation of the rights of beneficiaries and use of violence against them is obvious.

In Care Home N1 of Yerevan, which is intended to take care of retired people, as well as homeless people, an additional issue occurs related to homeless people. The point is that homeless people stay in this institution for up to 60 days after which they again face the issue of abode, which may cause an additional trauma.

Some psychiatric institutions apply work therapy which is highly useful if it is free from factors of risk, and a person is not exploited, becoming a source of additional income.

In the clinic of Kapan, the director organizes wash and technical maintenance of cars, runs a wood working facility through the patients but does not pay the patients. Moreover, a group of patients of the clinic complained that they are served meat twice a week, while butter and eggs are served very seldom.

CONCLUSION

In order to eliminate the abovementioned shortcomings and gaps, it is recommended to:

- Address urgently the issue of overpopulation as one of the main reasons generating violence and inhuman treatment. Two approaches are recommended:
 - a. Improvement of premises;
 - b. Implementation of legislative amendments which will relieve the PIs;
 - increase the application of alternative measures of prevention;

- increase the possibilities of replacing detention by milder forms of punishment;

- Eliminate the practice of having people suffering from severe diseases hindering them to serve their sentence as prescribed by the law to live in PIs;

- Improve the conditions of movement of people with disabilities who have been deprived of freedom;

- Replace the subculture established in the PIs based on fear and degrading treatment of persons as an easy management method inherited from the soviet times with a proportionate application of the legislation and bylaws, a culture based on tolerance and mutual respect;

- Raise the level of professional qualification of police officers and enhance control in order to prevent violence and inhuman treatment of persons brought to the police;

- Provide the holdover cells with medics;

- Boost the responsibility of the army command for a consistent application of laws, field manuals and ensure the proportionate treatment of servicemen by officers;

- Carry out daily activities aimed at raising the level of legal awareness among servicemen, shaping tolerance, mutual assistance and respect of interpersonal relations and of field manuals;

- Hire persons with professional education in special schools, orphanages and psychiatric clinics, care homes and old people's homes and train them periodically;

- Transfer children who do not need special education to the institutions for children who need care and social support;

- Take measures to resolve the issue of overpopulation in the specialized orphanage of Nor Kharberd;

- Take measures to provide the inmates of Care Home N1 of Yerevan with abode after 60 days;

- Improve the conditions of sanitation and hygiene, living, medical service and food in all the institutions.

This report has been discussed in the Expert Council meeting, presented to the RA Human Rights Defender, printed fully.