



(4) A complaint or allegation shall be made to the Commission within three years from the date on which the facts giving rise to the complaint or allegation become known to the person making the complaint or allegation, except that the Commission may in exceptional circumstances that the Commission considers necessary, receive a complaint made after the expiry of three years.

## How can you report a human rights abuse or violation to the Commission?

You can file a complaint with the Commission using the following details;

### HEAD OFFICE

The Director General  
Human Rights Commission  
Human Rights House Independence Avenue  
P.O. Box 33812  
Lusaka, Zambia  
Telephone: +260 211 251327/251357  
Mobile: 0764353501  
Email: [info@hrc.org.zm](mailto:info@hrc.org.zm)

### PROVINCIAL OFFICES

1. Central Province Office, Kabwe  
Plot No. 6, Marshal Avenue,  
Opposite Zamtel/Post Office  
Mobile: 0957 445833

### 2. Copperbelt Province Office, Ndola

Plot No. 88189, Moffat Road  
P.O. Box 240528, Ndola  
Mobile: 0954 170753/ 0970 520355

### 3. Eastern Province Office, Chipata

Plot No. 916, Anoya Zulu Road  
P.O. Box 510496, Chipata  
Mobile: 0954 170748/ 0970 520352

### 4. Luapula Province Office, Mansa

NAPSA Building, Mansa  
Mobile: 0970 520 356

### 5. Muchinga Province Office, Chinsali

254, Mulilansolo Raod, Chinsali  
Mobile: 0970 520358

### 6. Southern Province Office, Livingstone

House No. 1861/1, Muchinga Road, Livingstone  
P.O. Box 60935, Livingstone  
Mobile: 0975 961028/ 0764 353543

### 7. Northern Province Office, Kasama

Plot No. 696, Lunzua Road, Kasama  
P.O. Box 410653, Kasama  
Mobile: 0954 170760/ 0957446032

### 8. North- Western Province Office, Solwezi

Room No. 134, NAPSA Building, Solwezi  
Mobile: 0764 353519

### 9. Western Province Office, Mongu

Plot No. 164, Senanga Road, Mongu  
P.O. Box 910447, Mongu  
Mobile: 0954 170 758/ 0957 445829

### COMPLAINTS PLATFORMS

Toll Free Line: 8181  
WhatsApp: 0954443010  
Email: [complaints@hrc.org.zm](mailto:complaints@hrc.org.zm)  
Website: [www.hrc.org.zm](http://www.hrc.org.zm)

### SOCIAL MEDIA PLATFORMS

Facebook: Human Rights Commission- Zambia  
Instagram: @hrc\_zambia  
LinkedIn: Human Rights Commission Zambia  
X: @hrc\_zambia  
YouTube: Human Rights Commission Zambia



Human Rights Commission



## WHAT ARE:

## HUMAN RIGHTS?

## HUMAN RIGHTS ABUSES AND VIOLATIONS?

## HOW THEY ARE ADDRESSED BY THE HUMAN RIGHTS COMMISSION-ZAMBIA?

Building a sustainable culture of human rights together



[www.hrc.org.zm](http://www.hrc.org.zm)





## HUMAN RIGHTS ABUSES AND VIOLATIONS: HOW THEY ARE ADDRESSED BY THE HUMAN RIGHTS COMMISSION

### INTRODUCTION

Human rights are entitlements inherent to all human beings, whatever our nationality, place of residence, sex, national or ethnic origin, colour, religion, language, or any other status. We are all equally entitled to our human rights. These rights are all universal, interrelated, interdependent and indivisible.

### WHAT ARE HUMAN RIGHTS?

Human rights are entitlements inherent to all human beings, whatever our nationality, place of residence, sex, national or ethnic origin, colour, religion, language, or any other status. We are all equally entitled to our human rights. These rights are all universal, interrelated, interdependent and indivisible.

They are Universal. It is the duty of every State to promote and protect all human rights and fundamental freedoms, regardless of their political, economic and cultural systems.

### Human rights are inalienable

They should not be taken away, except in specific situations and according to due legal process like the right to freedom of movement may be restricted if a person is found guilty of a crime by a court of law.

### Interdependent and indivisible

All human rights are indivisible, interrelated and interdependent. The rights are equally important and cannot be separated or placed in order of importance. The enjoyment of one right facilitates advancement of the others and the deprivation of one right adversely affects the others.

### Equality and Non-Discrimination

“All human beings are born free and equal in dignity and rights.” Article 1 of the Universal Declaration of Human Rights.

Non-discrimination is stipulated in all the major international human rights treaties. The principle applies to everyone in relation to all human rights and freedoms and it prohibits discrimination on the basis of any kind.

### Both Rights and Obligations

Human rights entail both rights and obligations. States have

obligations and duties to:

- 1. Respect-** States must refrain from interfering with or curtailing the enjoyment of human rights
- 2. Protect-** requires States to protect individuals and groups against human rights abuses, and to
- 3. Fulfill -** States must take positive action to facilitate the enjoyment of basic human rights.

At the individual level, while we are entitled to our human rights, we should also respect the human rights and reputation of others.

### HUMAN RIGHTS ABUSE

A human rights abuse is anything that causes harm to someone's human rights. A human rights abuse happens when someone's human rights are harmed. It is not necessary to show that someone did something on purpose or intended the harm. What matters is the harmful effect.

Examples of human rights abuses include;

- Stigma and discrimination on the basis of age, sex, religion and access to essential services and opportunities such as education, health and employment
- Exposure to risky or unfit working environment or conditions
- Pollution of the environment
- Emotional torture leading to anxiety or depression
- Infringement on other people's rights as it relates to privacy, not allowing other people to speak in a language they are comfortable in or to follow their religion or culture

### HUMAN RIGHTS VIOLATION

A human rights violation happens State Actors or individuals who work for the State infringe on the rights of individuals and their behaviour is then considered to be the behaviour of the State. This in turn translates into the failure by the State to meet its human rights obligations of respecting, protecting and fulfilling human rights.

State Actors can include law enforcement officers such as police officers, public servants, council employees, judges to name but a few.

For example, when the State fails to protect individuals who are victims of crime by not properly investigating criminal

offences.

Human rights violations can also happen when rights to adequate food, housing, employment, and cultural life are denied. Violations can also occur when large groups of people are excluded from the society's decision-making processes.

The Human Rights Commission through its protective mandate does investigate cases of human rights abuses and violations

### HOW DOES THE COMMISSION INVESTIGATE ABUSES AND VIOLATIONS?

The Human Rights Commission has the power to investigate any alleged human rights abuse or violation either;

- i) On receipt of a complaint; or
- ii) On its own volition/initiative

### ADMISSIBILITY CRITERIA

Section 19 of the Human Rights Commission provides information concerning the nature of complaints that are admitted for investigations.

19. (1) A complaint or allegation referred to under section 18 shall be made to the Director-General, orally or in writing.
- (2) Where a complaint or allegation is made orally, the Director-General shall reduce the complaint or allegation in writing.
- (3) A complaint or allegation may—
  - (a) be signed, thumb-printed or otherwise marked by the person making the complaint or allegation; and
  - (b) bear the name and address of the person making the complaint or allegation.

