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حقوق السجناء والمحتجزين
Prisoners & Detainees Rights Commission

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Unannounced Visit to Foreign Men Deportation Center

21 May 2025

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Introduction

The Prisoners and Detainees Rights Commission (PDRC) in the Kingdom of Bahrain was established pursuant to Royal Decree No. (61) of 2013, as part of the Kingdom's pioneering initiatives in promoting respect for human rights. It is the first institution of its kind at the level of the Arab world and the region. The Commission carries out its duties freely, impartially, transparently, and with full independence, within a progressive vision for dealing with inmates, remand detainees, and other detainees, with the objective of verifying their conditions and the treatment they receive, in order to ensure that they are not subjected to torture or to inhuman or degrading treatment.

Within the framework of implementing its mandate, and in its continued efforts to support and enhance human rights in Reformation and rehabilitation centers, remand detention facilities, and places of detention, and in light of its competencies and powers stipulated in Decree No. (61) of 2013, the Commission decided to conduct an unannounced visit (not notified in advance) to the Foreign Men Deportation Center affiliated with the General Directorate of Nationality, Passports and Residence at the Ministry of Interior. The purpose of the visit was to assess the condition of the facility, the living and health conditions of the detainees held therein, and the safeguards and rights afforded to them, in accordance with the principles, standards, and indicators adopted by the Commission. The visit was conducted in line with the procedural and professional steps followed in such visits, which include the Commission's team recording observations discovered during the visit and subsequently issuing recommendations aimed at strengthening respect for human rights within the center, while taking into consideration the particular nature of this center, as it is not considered a penal institution or a Reformation and rehabilitation center, but rather an administrative center for the deportation of foreign men against whom judicial or administrative decisions have been issued requiring their removal from the country.

Executive Summary

The Prisoners and Detainees Rights Commission conducted an unannounced visit (not notified in advance) to the Foreign Men Deportation Center affiliated with the General Directorate of Nationality, Passports and Residence at the Ministry of Interior on Wednesday, 21 May 2025. This was the third visit carried out by the Commission to this center. The first visit, which was unannounced, took place on 24–25 May 2016, and the second visit was announced and conducted on 20 November 2019 at the former building located in the Southern Governorate. It should be noted that the center relocated from the former building to a new building in the Dry Dock area in Al-Hidd in 2019.

The most significant observations reached by the Commission during its current visit to the center are as follows:

- The number of detainees on the day of the visit was (409), while the official capacity of the facility is (745), meaning that there is no overall overcrowding at the center.
- The detainees expressed satisfaction with the treatment provided by the staff and with the general condition of the facility. Detainees are also allowed to freely practice their religious rites.
- There is no written mechanism regulating detainees' receipt of visits inside the center; however, in some cases exceptional visits are permitted. On the other hand, each detainee is permitted to possess and use his mobile phone at all times, provided that it does not contain a camera.
- There are surveillance cameras in the center covering offices and corridors; however, they do not cover the rooms internally. There are no emergency exits in the facility, although evacuation drills are conducted periodically.

- The main halls, corridors, “dormitories,” rooms, bathrooms, and shower areas are not clean, as cleaning is assigned to the detainees themselves. Detainees do not have proper beds or bedding. They are, however, able to obtain personal hygiene items and are allowed access to the outdoor yard three times per day.
- The procedures followed at the center ensure that detention is lawful, and it is documented that detainees are informed of their place of detention, as they are able to notify their families of their location.
- Unwell detainees are able to access healthcare services outside the center due to the absence of a dedicated clinic within the facility. There is no nurse on site, and there is no independent medical file for each detainee; instead, medical documents are placed within the detainee’s detention file.

Section One: Background and Methodology

1. Overview:

The Foreign Men Accommodation and Deportation Center, affiliated with the General Directorate of Nationality, Passports and Residence at the Ministry of Interior, is the only center designated for foreign deportees and is located in the Dry Dock area in Al-Hidd. The visit was conducted on Wednesday (21 May 2025), in accordance with the decision of the Commission's Board. The visit included interviewing a random sample of detainees present at the facility. They were selected sequentially from the lists of names included in the registers of detainees transferred from the Reformation and Rehabilitation Center (in Jau), or referred by the Public Prosecution, or those who had violated residency conditions and were arrested during inspection campaigns conducted by security directorates in coordination with the competent authorities. A separate hall was allocated to the Commission members as temporary headquarters during their presence at the facility to ensure that they carried out their work with full independence. Following the completion of the on-site visit, the visiting team commenced the preparation of a detailed report based on a professional methodology agreed upon by the members of the Commission's Board, benefiting from the accumulated experience gained during the two previous visits conducted to the same center on 24–25 May 2016 and 20 November 2019. The team also drew upon methodologies used in preparing field visit reports by similar international institutions.

2. Collection of Evidence and Information Through:

A. Listening to the Detainees:

The number of detainees interviewed was (30) out of the total number present at the facility on the day of the visit, which amounted to (409) detainees. These detainees were selected using a random sampling method, by identifying names in a specified sequence from the complete lists of names. The Commission's team verified that these lists included detainees of all categories, such as categories of (age, nationality, reason for detention, and duration of detention). Interviews with detainees were conducted entirely independently, in a location that ensured privacy and without the presence of any staff members working at the facility. The visiting team introduced the Commission and its competencies to the detainees, clarified the purpose of the interviews, and assured them that the discussions were conducted in privacy and confidentiality. All observations raised by the detainees were listened to carefully and attentively, and all responses and remarks provided by them were documented.

B. Questioning the Facility Administration:

The Commission's team met with the center's administration, which provided a presentation regarding the condition of the facility, as well as key data, figures, and statistics concerning the detainees present and the supervisory administrative staff.

Meetings with the administration continued throughout the day of the visit, during which questions and inquiries were directed regarding allegations raised by the detainees interviewed or observations identified by the visiting team during the direct inspection of the facility and its operational mechanisms. The administration demonstrated significant cooperation with the Commission's team throughout all stages of the visit, responding to questions and inquiries and commenting on observations raised by the Commission.

C. Review of Documents and Records:

The visiting team reviewed documents and records relevant to the principles and standards upon which the inspection was based, including detainee detention documents to verify the legality of detention. Administrative documents detailing the number of detainees, the reason and duration of detention, and their distribution within the facility were also reviewed. Additionally, documents related to maintenance, safety and security measures, food supply, and medical care were examined.

D. Direct Inspection:

The direct inspection was conducted according to an organized work plan that included division of responsibilities and identification of all topics and indicators subject to inspection. This included:

- Inspection of the condition of the facility
- Description of the facility
- Observation of the interaction between staff and detainees and vice versa.

All observations were recorded immediately on site. These observations were of two types:

A. Observations identified directly by the team.

B. Observations based on statements made by detainees and staff members.

In both cases, the visiting team re-verified these observations with the facility administration and with detainees whenever necessary.

Section Two: Basic Information and Statistics (*)

Number of Detainees and Facility Capacity:

Official Capacity	Number of Detainees	Occupancy Rate	Overcrowding
745	409	Approximately 55%	None

Description of the Facility:

The facility consists of four buildings, three of which are operational. The ground floor is designated for administrative offices. Each building contains two dormitories on the first floor and the second floor. Each floor includes 8 rooms, and each floor has shared bathrooms. There is an isolation wing, two halls for dining and watching television, a store, and an outdoor yard.

Staffing:

The total number of personnel at the center is 89 staff members distributed across guard duties and shifts.

There are four shifts:

- Fixed day shift: 21 staff members.
- Shift A: 13 staff members.
- Shift B: 14 staff members.
- Shift C: 15 staff members.

In addition to the morning shift, during which 26 staff members are present, including personnel responsible for:

- Patient liaison.
- Receiving detainees.
- Deportation procedures.
- Inquiries.
- Follow-up.

() Information and statistics are recorded on the day of the visit.*

Section Three: Humane Treatment and Verification of Living Conditions

The Commission's team found that detainees are not permitted to receive visits because their period of stay is short; however, in exceptional cases, approval is granted for visits to be received. There is no designated place for this purpose, and visits take place in an office that does not provide privacy. In general, there is no written mechanism regulating detainees' receipt of visits inside the center. On the other hand, each detainee is permitted to possess and use his mobile phone at all times, enabling him to contact his family members, his lawyer, and also the embassy of his country, provided that the phone used does not contain a camera.

The detainees expressed satisfaction with the treatment provided by the staff and with their general condition within the facility. The center's administration also organizes the entry of representatives of embassies and civil society organizations to meet with detainees and assist them. Detainees are allowed to freely practice their religious rites; however, religious clerics of different faiths are not permitted to enter, due to the short duration of detainees' stay at the facility.

It was found that the facility staff receive general training on the lawful use of force within the center when necessary, and that the use of force and its consequences are documented in the detainee's personal record and referred to the competent security authority. However, staff do not receive training on how to deal with detainees who require special care, such as elderly people, patients, and people with disabilities who require special handling (such as the deaf and mute). There are also no written procedures specifying the method for searching detainees. There are registers related to risk assessment and management programs, and staff members receive specialized training in recognizing the concept of self-harm. On the other hand, the Commission's team found

that there is no regulatory bylaw incorporated under a basic framework governing all procedures followed at the center. Instead, reliance is placed on the Reformation and Rehabilitation Center Law of 2014 and its executive regulations, which in some cases may not be appropriate to the nature and purpose of this center.

With respect to safety and security requirements at the facility, the visiting team observed the presence of surveillance cameras in the center; however, they do not cover the rooms internally but rather cover offices and corridors. The monitoring screens for these cameras are located in a staff office within the dormitory, and their functionality is periodically verified. In the same context, fire extinguishers were found at the entrance of each dormitory, at the entrances of offices, and in the outdoor yard. Smoke detectors cover the entire facility. On the other hand, there are no emergency exits at the facility. According to the center's administration, this is because the current building is temporary and not equipped with emergency exits. However, evacuation drills are conducted periodically. Safety elements are available in the outdoor yard, such as a fire extinguisher and an evacuation assembly point for emergency situations. Room and dormitory doors are kept open at all times; however, it was observed that detainees may experience difficulty in summoning staff easily when needed. The center's administration explained that the building is old and not equipped with bells or call devices for staff. In urgent cases, staff are summoned by calling out to them or knocking on room doors.

The Commission's team found that the main halls, corridors, dormitories, rooms, bathrooms, and shower areas are not clean, and insects were observed. Detainees are able to access bathrooms and shower areas easily; however, temperature levels and lighting conditions are not appropriate, making the environment unsuitable and unhealthy. In general, the Commission's team found that the facilities lack cleanliness, although some detainees stated that the conditions were adequate. Maintenance of facilities is conducted periodically; however, the building itself is old.

The team verified the provision of adequate food and beverages and the timing of their distribution to detainees. It was found that food and beverages are provided regularly at scheduled mealtimes. The quantity of food is appropriate and varied, containing good nutritional value. There is a store within the center offering various items at prices comparable to those outside the facility, and detainees are able to purchase from it during their periods of access to the outdoor yard. A refrigerator is available in each dormitory for storing food, and detainees are permitted to bring their personal clothing with them.

It was found that detainees do not have beds; instead, they are provided with floor mattresses, most of which are worn out, due to the temporary nature of the building and the short duration of detainees' stay, according to the administration. Detainees receive basic living necessities, including pillows and blankets, upon entry. They are able to obtain personal hygiene items, and the center's administration provides general cleaning supplies, with detainees responsible for cleaning their rooms and bathrooms.

With regard to measures taken to safeguard detainees' personal belongings, such belongings are stored in a cabinet inside the administration office, and receipts are issued accordingly. Descriptions of these belongings are recorded in registers, and each register is maintained in the file of the respective detainee.

Regarding the transfer of detainees, it was found that they are transported in secure and clean vehicles designed to prevent exposure to public view, as the vehicles are fitted with visual barriers. Detainees are permitted to transport their documents and personal belongings upon transfer, and a specific register is maintained for this purpose.

Finally, it was found that there is no library within the center. There is an internal hall with a television; however, the team observed the absence of chairs in that hall. Detainees are allowed access to the outdoor yard after each meal for a duration ranging from 30 minutes to one hour per day.

Section Four: Rights and Guarantees

The Commission's team found that the procedures followed at the facility ensure that detention is lawful and that detainees are informed of their place of detention. A dedicated file is created for each detainee, containing his data, documents, and official records, including personal information, copies of identity cards and passports, decisions issued by the Public Prosecution, as well as judicial decisions and rulings. Detainees are able to inform their families of their presence at the center. In the same context, detainees are informed immediately upon their admission of sufficient information regarding the center's regulations, both verbally and in writing. They are also provided with forms outlining their rights and obligations — which were reviewed by the Commission's team — and these forms are available in multiple languages: (Arabic, English, Hindi, and Urdu). Detainees sign these forms, and the signed copies are attached to their personal files. Recently, this procedure has been developed and has become electronic, whereby detainees sign the form using a fingerprint. However, during the visit, the Commission's team observed that a sample of detainees had not completed the process of reviewing and signing the rights and obligations form. It was also found that such information and forms are not available in Braille for visually impaired detainees.

Regarding litigation procedures and the legal rights enjoyed by detainees during their stay at the center, it was found that detainees are permitted to receive visits from their lawyers in exceptional cases. Detainees are also allowed to contact their families and representatives of their embassies by telephone at any time. Detainees are notified of the dates of investigation and trial sessions and are escorted to those sessions at the scheduled times. There are registers in place to follow up on this process. Detainees are provided with documents related to their cases only upon request. Some detainees are also provided with printed copies of the institution's law, regulations, and administrative decisions, and they sign acknowledgment thereof.

On the other hand, the Commission's team found that interpretation is carried out by certain staff members at the facility who are proficient in multiple languages corresponding to the nationalities of detainees. Information is communicated in more than one language, depending on the detainee's language. However, there are no alternative methods of conveying information and instructions other than direct conversation between the detainee and the competent staff member. There are also no assistive devices available for detainees who experience communication difficulties. Detainees with intellectual disabilities or mental health conditions are transferred to the Psychiatric Hospital until their departure from the country. Additionally, there is no specific mechanism or organized procedures governing requests to leave temporarily for condolence purposes in the event of the death of a detainee's relative.

The Commission's team found that most detainees remain at the center for short periods; however, some have remained for several months. The administration explained that delays in deportation in certain cases are due to travel tickets, appeals against judgments, and financial matters. Regarding violations committed by detainees and the sanctions resulting therefrom, it was found that there is no administrative or procedural mechanism specifying this matter. All violations that may be committed by detainees are referred to the competent security authority to take the necessary legal measures. The Commission's team did not observe a specific mechanism or dedicated registers documenting the results of periodic surprise inspections.

Finally, the Commission's team reviewed the complaints mechanism and its various indicators. A designated complaints box was observed; however, there is no clear mechanism explaining how complaints are investigated or how appeals against their outcomes may be submitted. In practice, complaints are received verbally from detainees by the shift officer or competent staff members. Complaints are addressed by referring them to the competent security authority to which the complainant was originally referred. It was also found that there is no mechanism for following up on the outcome of

complaints, notifying complainants, or responding to them in a clear and understandable manner. Complainants are not informed about the procedure for appealing the results of complaint examinations at the initial stage. Furthermore, there are no dedicated registers documenting complaints submitted and the actions taken in response to them. In general, there is no mechanism for analyzing complaints and studying their outcomes for the purpose of improving the complaints system itself or addressing the issues most frequently raised.

Section Five: Healthcare

The Commission's team found that there is no medical clinic inside the center; however, there is an isolation wing designated for detainees suffering from infectious diseases. Detainees who are ill are able to access healthcare services at the competent health center according to their scheduled appointments. During those appointments, detainees are also able to receive dental treatment in accordance with the procedures followed at the health center. In emergency cases, an ambulance is called, which transports the ill detainee to the nearest external hospital to receive the necessary treatment. Detainees with intellectual disabilities or mental health conditions are transferred to the Psychiatric Hospital until their departure from the country.

The administration stated that there is no nurse assigned to the facility; however, staff members receive training in first aid. In the same context, the team found that there is no independent medical file for each detainee containing details of his health condition and medical history. Instead, medical documents are placed in the detainee's file. There is also no approved mechanism for dispensing medications or disposing of them. Medications are stored in a wooden cabinet, in a plastic bag for each detainee, and are stacked on top of one another in an unorganized manner. Additionally, there is no first aid kit or defibrillator device available at the facility. When staff were asked about first aid training, they stated that such training is provided as part of their periodic training programs.

Section Six: Recommendations

During its current unannounced visit to the Foreign Men Deportation Center, the Commission's team verified the extent to which the recommendations contained in two previous Commission reports had been implemented, namely:

- Report No. (11), related to the first unannounced visit conducted on 24–25 May 2016, which included eight varied recommendations; and
- Report No. (19), related to the second announced visit conducted on 20 November 2019, which also included eight varied recommendations.

The center's administration had responded to those recommendations in the two previous reports. The Commission's team found that some recommendations had been implemented; however, implementation was partial and did not address all the points and observations covered by those recommendations. It was also found that many of those observations were repeated during the current visit. Accordingly, the Commission has deemed it appropriate to submit varied recommendations in this report. Some address matters previously raised in Report No. (19), while others address observations newly identified during the current visit. These recommendations are as follows:

1. To work on approving a regulatory bylaw for the facility, as it was found that the center is not subject to the Reformation and Rehabilitation Institution Law and its executive regulations, and that there is no law, regulation, or decision governing the mechanism of work at the facility, similar to deportation centers in other countries.
2. The importance of establishing a general clinic and assigning medical, psychological, and nursing staff to work therein, as well as equipping it with medical devices, administrative systems, and pharmaceutical services. This includes establishing a mechanism for storing

essential medications and first aid supplies, dispensing them, and disposing of them, along with training existing staff at the facility in first aid skills.

3. To expedite the implementation of the project to replace the current old building with a new building, as indicated by the administration, while ensuring appropriate distribution of detainees in each room to prevent partial overcrowding, and ensuring that the new building includes essential facilities such as bathrooms, lockers, beds, and other basic living necessities.
4. To develop safety systems at the facility, including increasing the number of surveillance cameras (CCTV) in all buildings of the center, including offices, dormitories, corridors, rooms, outside bathrooms, and in the outdoor yards; ensuring that the detainees' movement path is covered by these cameras; verifying their operation, recording, and monitoring on a 24-hour basis; and installing call devices or alarm bells in detainees' rooms for use in emergency situations.
5. Provide training for staff on assessing and managing risks arising from their interaction with detainees or from detainees' interaction with one another, in addition to training staff on methods of special care for detainees who are elderly, ill, or persons with disabilities.
6. To pay attention to cleanliness and comprehensive, periodic maintenance of the center's facilities, particularly bathrooms and common halls, and to adapt bathrooms and exits to accommodate detainees with disabilities.
7. Establishment of an administrative and procedural mechanism regulating visits, ensuring detainees' right to receive visits in a defined and organized manner. This should include allocating an appropriate place for visits that ensures privacy and meets other essential requirements, and establishing professional rules regulating and defining methods and cases of searching detainees, with such searches conducted by trained staff.

8. To provide a library and books, organize educational seminars, facilitate meetings between detainees and religious clerics according to their wishes, develop the communications system within the center, and allocate telephone booths that ensure privacy and enable detainees to make calls according to a mechanism agreed upon with telecommunications companies in this regard.
9. The development of a complaints system by establishing clear and detailed procedural rules and steps, including the adoption of both paper-based and electronic complaints systems that follow a defined path from the receipt of complaints and the means of submission through to the issuance of decisions thereon; informing complainants of such decisions in a timely manner; allowing appeals; following up on complaints with other authorities; and establishing a system for analyzing complaints and studying their outcomes in order to improve the complaints system itself or the overall operational system of the center.
10. Installation of guidance and motivational signage in the facility in more than one language, and to further develop the rights and obligations forms provided to detainees so as to clearly outline all procedures followed from the time of entry into the building until the time of exit; to clarify how detainees may obtain their approved living, legal, and healthcare rights; and how they may effectively communicate with staff. This should also include clarification of disciplinary sanctions that may be imposed in the event of violations of the center's laws and regulations, as well as the establishment of an organized mechanism for handling violations and specifying the penalties resulting therefrom, with efforts to resolve minor violations amicably.
11. To establish a procedural mechanism enabling detainees to review documents related to their cases immediately upon the issuance of any judicial decision or ruling, and to inform them of their rights regarding such decisions and rulings, without requiring the detainee to submit a request for this purpose.

Section Seven: Annexes

Annex (1): References

- Constitution of the Kingdom of Bahrain.
- National Action Charter.
- Penal Code and its amendments.
- Criminal Procedures Law and its amendments.
- Reformation and Rehabilitation Institution Law No. (18) of 2014 and its Executive Regulations.
- Foreigners (Immigration and Residence) Law of 1965 and its amendments.
- Public Security Forces Law and its amendments.
- Decree No. (61) of 2013 establishing and defining the competencies of the Prisoners and Detainees Rights Commission.
- Universal Declaration of Human Rights.
- International Covenant on Civil and Political Rights.
- Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, taking into consideration the principles of the Optional Protocol thereto, adopted by United Nations General Assembly Resolution No. (A/RES/57/199) on 18/12/2002.
- International Convention on the Elimination of All Forms of Racial Discrimination.
- Convention on the Rights of Persons with Disabilities.
- Charter of the United Nations.
- Arab Charter on Human Rights.
- United Nations Standard Minimum Rules for the Treatment of Prisoners (1955).
- United Nations Rules for the Treatment of Women Prisoners and Non-custodial Measures for Women Offenders (Bangkok Rules).
- Standards of Her Majesty's Inspectorate of Prisons (HMIP) (United Kingdom).

Annex (2): Principles and Standards

Principle One: Humane Treatment and Verification of Living Conditions

Includes the following standards:

- Condition of the facility
- Care of detainees
- Provision of adequate food and beverages
- Respect
- Safety
- Lawful use of force
- Rehabilitation
- Learning, skills, and work activities
- Other needs (exercise – reading – visits – communications)

Principle Two: Rights and Safeguards

Includes the following standards:

- Legal rights of detainees.
- Complaints.
- Lawfulness of detention.
- Provision of assistance to those who experience communication difficulties.

Principle Three: Healthcare

Includes the following standards:

- Healthcare services.
- Care for ill detainees.
- Provision of prescribed treatment to ill detainees.
- Mental health.

Annex (3): Response of the Foreign Men Accommodation and Deportation Center

The Commission's delegation submitted several recommendations and observations identified during the visit, as follows:

1. Provision of a form in Braille (for visually impaired people).

Action Taken by Administration: Necessary measures have been taken, and the administration is awaiting a response from the competent authority.

- The Security Media Directorate has been contacted to provide forms in Braille, and follow-up is ongoing to receive the forms.

2. Approval of a regulatory bylaw for the facility, like deportation centers in other countries.

Action Taken: Work is ongoing.

3. Establishment of a general clinic and assignment of medical, psychological, and nursing staff, along with pharmaceutical services at the Deportation Center. Training staff in first aid skills.

Action Taken: Necessary measures have been completed at the new Deportation Center.

- A general clinic meeting all requirements has been allocated at the new Deportation Center in Ras Zuwayed, which is scheduled for relocation during the last quarter of the year.
- Staff are periodically sent to first aid training courses.

4. Expedite the implementation of the project to replace the current old building with a new building.

Action Taken: The new center has been established.

- The final stages of completing and equipping the new Deportation Center building are underway, and relocation is scheduled during the last quarter of the current year.

5. Development of safety systems, including increasing surveillance cameras in all buildings and facilities and installing call devices or alarm bells.

Action Taken: Necessary measures have been completed at the new Deportation Center.

- Surveillance cameras have been installed in all offices, dormitories, corridors, rooms, and outdoor yards, in addition to installing a call system in the new building, which is in its final preparation stages prior to relocation.

6. Training staff on risk assessment and management arising from dealing with detainees, in addition to training on handling elderly detainees, patients, and persons with disabilities.

Action Taken: Necessary measures have been taken, and a response from the competent authority is awaited.

- The Training Directorate has been contacted to enroll staff in the required training courses on a regular basis.

7. Establishment of a procedural mechanism regulating visits.

Action Taken: Completed.

- There is an approved visits mechanism at the Deportation Center, and a designated visits room has been allocated in the new center scheduled for relocation in the last quarter of the current year.

8. Provision of a library and books, organization of cultural seminars, facilitation of meetings with religious clerics, and allocation of telephone booths ensuring privacy.

Action Taken: Necessary measures have been taken, and a response from the competent authority is awaited.

- The Security Media Directorate has been contacted to provide educational books.
- The Director of Human Resources and Financial Affairs has been contacted to provide internet lines and laptops to enable detainees to conduct video calls with their families abroad.

9. Development of the complaints system.

Action Taken: Completed.

- There is a complaints box designated for the Directorate of Nationality, Passports and Residence, as well as a complaints box for the Internal Audit and Investigation Directorate affiliated with Legal Affairs, which is opened periodically by their staff.

10. Installation of guidance and motivational signage in more than one language and development of the rights and obligations form to clarify all procedures from entry to exit.

Action Taken: Necessary measures have been taken, and a response from the competent authority is awaited.

- The Public Relations Directorate has been contacted to provide multilingual guidance signage.

11. Establishment of a procedural mechanism enabling detainees to review documents related to their cases.

Action Taken: Completed.

- All detainees are informed upon admission of the details of their cases and the latest developments therein. They are enabled to appoint a lawyer to follow up on their cases and are notified of outcomes.

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