

## **Necessary information for conducting monitoring visits and cooperation with other subdivisions of the Defender's Office**

Since the entry into force of the RA Constitutional Law on the Human Rights Defender, the Defender has been adopted an effective mechanism for complementing the functions of the NPM and the Ombudsman based on internationally accepted principles.

In particular, the discussion of individual complaints or cases initiated by different units of the Human Rights Defender's Office allows identifying specific issues in places of deprivation of liberty. Further, monitoring activities enable to examine the whole system regardless of the existence of complaints.

Moreover, individual cases received during monitoring visits are transferred to the relevant subdivision for review. Similarly, systemic issues raised by individual complaints are brought to the attention of the NPM's subdivision, thus, providing a flexible information exchange mechanism.

Therefore, not only the monitoring of places of detention but also individual complaints to the Defender and visits made therein are considered to be a source of information for the NPM.

The media publications and research published by the non-governmental organizations, observer groups are also considered as a reliable source of information.