

CONTENTS

ACKNOWLEDGEMENTS	1
FOREWORD	3
INTRODUCTION	5
Methodology	5
Types of national human rights institutions	5
The Paris Principles	6
Elements contributing to the effectiveness of NHRIs	7
Assessing effectiveness – benchmarks and indicators	9
I. BENCHMARKS	11
1. Character of the national institution	12
A. Independence	12
B. Established by law/Constitution	13
C. Appointments procedure	14
D. Criteria for membership of a national institution	14
E. Composition of a national institution's membership	15
F. Professional skills and knowledge of human rights	15
G. Relations with civil society	15
H. Accessibility	16
2. Mandate	17
A. Commenting on existing and draft laws	18
B. Monitoring domestic human rights situations	18
C. Monitoring and advising on compliance with international standards and co-operating with regional and international bodies	19
D. Educating and informing in the field of human rights	20
E. Receiving complaints or petitions from individuals or groups (where appropriate)	20
F. Monitoring government compliance with their advice and recommendations	22
3. Public accountability	23
A. Reporting annually on all aspects of their work	23
B. Regular consultations with all stakeholders	23

II. INDICATORS	25
1. Types of indicators	25
A. Quantitative indicators	25
B. Qualitative indicators	25
2. Participatory indicators	26
3. Reliable and valid indicators	27
4. Interpreting indicators	28
5. Indicators of performance and impact	30
A. Assessing the human rights situation	31
B. Using indicators to evaluate NHRIs' performance	32
C. Using indicators to measure impact	34
i) Evaluating complaint handling	35
ii) Evaluating training programmes	35
iii) Evaluating public awareness and education programmes	36
CONCLUDING OBSERVATIONS	39
Some potential pitfalls of indicators	41
Some advantages of indicators	41
In conclusion	42
SUGGESTED WEB SITES	43
ABOUT THE COUNCIL	45