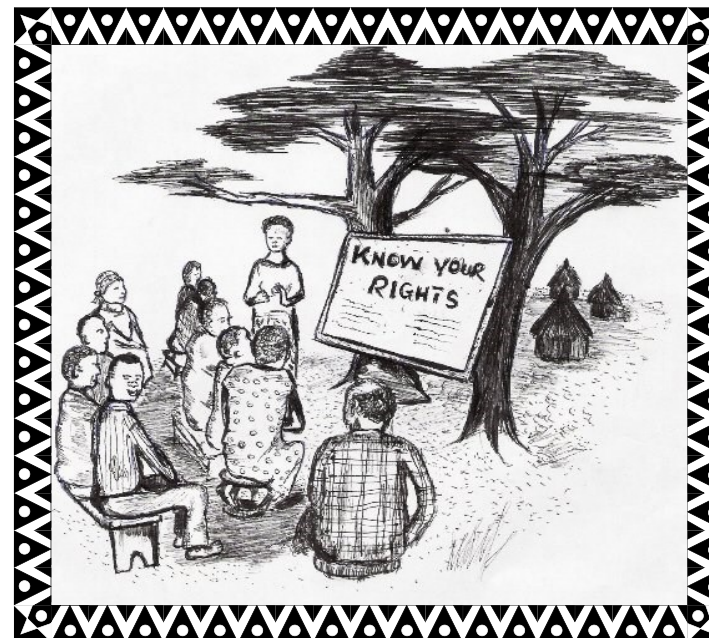




Community Self-Help Education Series no 9

Let's start our own community "Know your Rights" Club



Resources Manual

"Respect for the Freedoms and Rights of All Citizens"
UPND Core Beliefs

By
Arnfinn Solli
A Response Network publication
Revised 5th edition September 2021.



Acknowledgements

I am indebted to Mr John Mwewa, Catholic Dioceses, Mr Mwape E.C. Walumba the provincial Social Welfare Officer and Town Clerk Mr George Kalenga, all in Livingstone, Mr Pelle Kvalsund, Consultant, USA and Dr Inge Bø, Norway for reading through the drafts and bringing suggestions on improvements. I am grateful to Makazo Mwangala for updating and editing the last version. However, any inaccuracies are entirely my own responsibility. Furthermore I have greatly benefited from information extracted from several books published by the organisation of Women and Law in Southern Africa Research and Education Trust- Zambia office. The books are hereby recommended for reading; - find references to the titles at the end. Any mistakes of interpretation are my responsibility alone. The publishing of the manual would not have been possible without the encouragement and financial assistance from Norwegian Church Aid (NCA) in Lusaka. I am very grateful for the assistance from NCA.

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A community effort

First of all get the community interested in the idea of starting a “Know Your Rights” club in the neighbourhood. There are many ways of doing this, call a meeting, go door to door and inform, brief the teachers in the nearby Government school to tell their pupils, make announcement in the Churches or put up posters. A “Know Your Rights” club can never be a “one woman or man show”. You need help to identify people with interest and previous experience whom you can ask to assist.

The committee

Conduct elections among community members to form a “Know Your Rights” club Committee. Then give the new “Know Your Rights” club a name. The task to organise the “Know Your Rights” club is now with the committee. Just follow the guidance in this book.

You are free to make copies and share the information with anybody that wishes to know more about education resources. However, we appreciate that you tell where you found the information.

Published by Response Network. Web site
www.responsenetwork.org

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Layout (revised) by Frayor Chabauni: frayor@responsenetwork.org
Printed by Cholaza Digital Printers, Livingstone.– 0966 321684

The Universal Declaration of Human Rights was adopted by the United Nations.

Zambia has adopted the declaration. The following is a selection of some of the articles (shortened) of the human rights:

All human beings are born free and equal in dignity and rights. (1)

Everyone has the right to life, liberty and security as a person. (3)

No one shall be held in slavery or servitude. (4)

No one shall be subjected to torture, or inhumane or degrading treatment or punishment. (5)

No one shall be subject to arbitrary arrest, detention or exile. (9)

Marriage shall be entered into only with the free and full consent of the intending spouses. (16.2)

Everyone has the right to freedom of opinion and expression (19)

Everyone has the right to freedom of peaceful assembly and association. (20.1)

Everyone has the right to equal access to public service in his country (21.2)

Everyone has the right to rest and leisure, including reasonable limitations of working hours and periodic holidays with pay. (24)

Everyone has the right to a standard of living adequate for the health and well being of himself and his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability widowhood, old age or lack of livelihood in circumstances beyond his control. (25.1)

Everyone has the right to education. (26.1)

Everyone has duties to the community in which alone the free and full development of his personality is possible. (29.1)

For the full text please go to the Internet: <http://www.un.org/Overview/rights.html>

Find the leader

You need a leader to chair the “Know Your Rights” club. Look around in the community for a nurse, teacher, local court judge, civil servant or any other person with wisdom.

The people you need are there. Some may refuse, but you will keep asking until you find one that can agree. After all it is an honour to be asked to take on such an important task for the community.

Find a place to meet

Then you need a place to teach the members. In the beginning teach under the shade of a big leafy tree. Later you can construct a mud and pole clubroom with a grass roof, made on self-help involving community members. Or there might be a disused building owned by the school, District Council, a private businessman, a Church etc. Look around and you will find something for free.

Registration

As soon as you have an errand to the provincial headquarters, see the Human Rights Commission office and tell them about the “Know Your Rights” club. They might have some materials; posters, teaching aids and books at the office to give you. Then ask them to send human rights officers to visit the “Know Your Rights” club at their convenience to give a lesson to the members.

Congratulations

You have taken the first steps and started your own community “Know Your Rights” club at almost no cost!

If the committee so wish, do not read any further as the “Know Your Rights” club is a sustainable activity based on self-help.

However, we are aware that most “Know Your Rights” clubs have ambitions to grow, cater for more members, provide better information and improve on the counselling and the quality teaching at the “Know Your Rights” club. For those that want to improve the “Know Your Rights” club, we have written the last part of the manual below to give factual information about human rights and guide on where to take complaints.

How to use this manual

The manual is intended to serve as a tool for church and community leaders that wish to help people to know more about their rights. You do not need to have education or money to get started. A heart for social justice will be enough qualification. Use the feet and go around to offices that might assist you.

Basically, this manual will enlighten you about some of the most common issues of human rights violations and the organisations, agencies and government departments that exist in Zambia to help people to stop injustice and assist people to have their rights respected. However, due to insufficient funding and staff training some may not be effective. Therefore you, as a concerned community member, will be valuable to these organisations by asking for their assistance so they learn about the real needs around the communities and so may improve and become more effective later. The current Government has the following core beliefs:

-Unity in Diversity

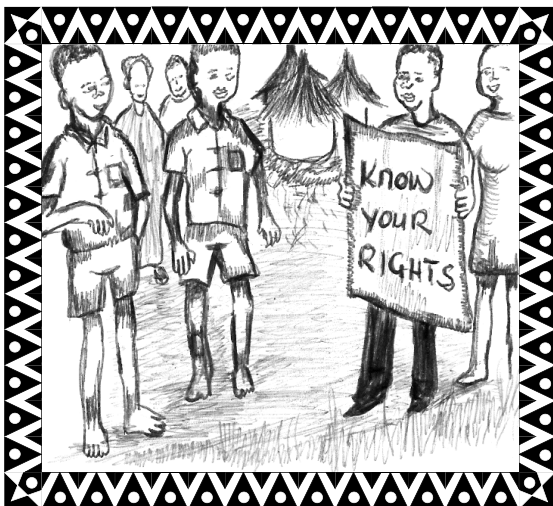
-Equality before the law

-Respect for the freedoms and rights of all citizens

-Transparency-Accountability-Integrity and Social Justice

Therefore, your club will be important help to the President to ensure that those values are implemented in your community as well.

Justice for Everybody



Some people have suffered injustice due to vulnerability and lack of knowledge about their rights and not knowing where to go to complain or get assistance in times of hunger, illness, lack of water or to stop abuse and seek protection or get compensation.

Therefore these victims of injustice will unnecessarily remain unassisted due to ignorance about their rights and the whereabouts of the many organizations that might assist in time of injustice or abuse. This resources manual will guide you to find out about the rights and

where people can take their complaints. See a shortlist of the Universal Declaration of Human Rights adopted by United Nations, and signed by Zambia on the last page.

What action can be taken to address common human rights issues in your community? As an individual and better as a group of people coming together to improve the human rights situation in your community, you have in a democratic society a lot of means at your hand. It is up to the community leaders to choose the method and how to go about it. If the problem at hand is very serious, organise a demonstration to sensitise the community

References when you wish to learn more about human rights:

“Gender violence the invisible struggle”. Published by Women and Law in Southern Africa Research and Education Trust- Zambia office. 2001

“Justice in Zambia: Myth or Reality Women and the Administration of Justice”. Published by Women and Law in Southern Africa Research and Education Trust –Zambia Office. 1999

“Justice for All”. Published by Women and Law in Southern Africa Research and Education Trust- Zambia office. 2002“ E-mail: wlsazam@zamnet.zm

“The Church in an HIV+ World, A Practical Handbook” Edited by Daniela Gennrich, published 2004, is available from Cluster Publications, PO Box 2400/ 200 Pine street, Pietermaritzburg 3201, South Africa, Tel +27 33 345 9897, E-mail: cluster@futurenet.co.za or loul@pacs.org.za

Community Self-help Education Series

Empowering Communities through information

The “Community Self Help Education series” published by Response Network has 16 self-help education manuals, available for use by community leaders, parents and teachers:

1. “Let’s start our own community school”.
2. “Let’s start our own community sports club”.
3. “Let’s start our own community literacy class”.
4. “Let’s start our own community skills training”.
5. “Let’s start our own women’s group”
6. “Organic Vegetable Growing”
7. “Let’s start our own community HIV/Aids support group”
8. “Let’s start our own community health and nutrition club”
9. “Let’s start our own community “Know Your Rights” club”
10. “Let’s start our own community alcohol awareness and support group”
11. “Let’s start our own community mental health club”
12. “Let’s start our own community participation (governance) club”
13. “All included’ Let’s start our own community support group for special children’
14. ‘Let’s start our own Community Women’s Rights Club – Stop the Violence’
15. “From team to Inclusive Sports Club.”
16. ‘The Gender Equality in Governance Club’

The above manuals also available in ChiTonga

The manuals can be sourced at no cost from Response Network office on Nkumbi Road, Plot 936, near the ZAWA offices and the Railway museum. Tel (260) 213 32 04 91, Fax: (260) 213 32 36 34, E-mail: mail@responsenetwork.org or fravor@responsenetwork.org

The manuals supplement each other so you will benefit from combining the resources from two or more manuals to increase the quality of your human rights project.

For instance literacy and skills training are like brother and sister because skills training make literacy lessons more meaningful and relevant to the adult learner.

Similiary Know your rights and the Governance manuals supplement each other

and the authorities. However, try first to persuade your elected representatives at the Council or the MP at the National Assembly (Parliament) to raise the concern on behalf of the community.

What rights do you have?

This is an issue which is a bit cloudy. In the constitution it is stated that ‘the state shall **endeavour** to provide equal and adequate educational opportunities in all fields and at all levels for all’. This wording fails short of stating a **right**.

However, the UN declaration of human rights is very clear and says ‘everyone has the **right** to education’. Since Zambia has signed the UN declaration of human rights, this has since become law in Zambia as well.

In international law, Zambia is obliged to enforce the declaration of human rights and change its laws to fall in line with the human rights declaration.

Furthermore, the constitution paragraph 111 states that a dispute over the right issue shall not be legally enforceable in a court, - so it is impossible to take the state to court, for instance, - to claim the right to clean water or education or fair labour practices.

The last resort for a family that does not get their children into school will be to take the Zambian Government to the International Court in The Hague as a case of human rights violation. The family might win the case but still not have a place in school since there is no force behind a verdict in this court. It will be up to the Government to voluntarily respect the **right** to education for children.

However, as a citizen you also have duties not only rights.

What are your duties?

It shall be the duty of every citizen to: -

- a. be patriotic and loyal to Zambia and promote its well being
- b. contribute to the well-being of the community where that citizen lives, including the observance of health controls;
- c. foster national unity and live in harmony with others;
- d. promote democracy and the rule of law;
- e. vote in national and local government elections;
- f. provide defence and military service when called upon;
- g. pay all taxes and duties due and owing to the State; and
- h. assist in the enforcement of the law at all times

Democracy

Democracy is there for you to utilise to help improve the human rights situation in your community. Some people do not vote believing that their vote does not make any difference. This is not true. Elected

representatives to the District Council (DC) and to the National Assembly are not representing themselves. They are representing the people, therefore they must be accountable to the communities that elected them. They are placed centrally at the heart of decision-making and administration of the important district and national bodies. They are well placed to use their influence to the betterment of your community. However you must find them and tell them what they can do to help your cause in the community. Most of them will be helpful and push your concern in the high places and your community can assist them to be elected again at the next election.

Make the uncooperative and lazy representatives understand that their indifference will cause negative voter action at the next election. The community as a body of voters has power in a democracy because politicians depend on voter sympathy to stay in power and the communities seldom utilise this interdependency to the benefit of the community. Some communities that are unhappy with their MP might write a petition of "no confidence" and take to the speaker of the National Assembly. **Use your democratic powers! Elect candidates that will work hard for the important issues in the community.** This does not mean that they shall do it for you! You must do all the work yourselves but they will support you when you get stuck and the MP or Councillor can push the issue in places he/she has a good chance to influence.

The supporters

These are the places you shall take your concerns about water, hunger, educational and environmental issues mentioned in this manual: Administration of the District Council, public health, community development Area Councillor of the district council The Chief in the rural areas and the Residents Development Committee (RDC) in the urban areas Member of Parliament (MP) Human rights commission Ask them to take action from their office through the channels they have access to.



Fight Poverty

The fight against poverty should start in the community. Do not wait for (GRZ) Government of Republic of Zambia or the (NGO's) Non Governmental Organisations to come to your rescue, - you might wait very

application is not attended to. If you are not used to writing an application, seek advice from partners you trust.

Do you need more coaching?

If you get stuck somewhere in the process of developing the human rights project, or you feel that the assistances we have recommended to you, are encouraging or disappointing, – you are welcome to contact Response Network, Plot 936 Nkumbi Road, 217 Area, Livingstone, Zambia. Mail: mail@responsenetwork.org. Office telephone nr: +260 213 320 491

Abbreviations

DESO	District Education Standards Officer
AIDS	Acquired Immune Deficiency Syndrome
Councillor	Elected representative to the District Council
DEBS	District Education Board Secretary
DHMT	District Health Management Team
FINNIDA	Finnish International Development Agency
GRZ	Government of the Republic of Zambia
HIV	Human Immuno Virus
ILO	International Labour Organisation
MP	Member of Parliament, - the representative from your area elected to the National Assembly in Lusaka
NCA	Norwegian Church Aid
NFNC	National Food and Nutrition Commission
NGO	Non Governmental Organisation
NHIMA	National Health Insurance Management Authority
NORAD	Norwegian Agency for Development Co-operation
NWASCO	National Water Supply and Sanitation Council
OVC	Orphans and Vulnerable Children
RDC	The Residents Development Committee is a committee found in the urban areas to assist the communities to initiate improvement.
Scope OVC	Strengthening Community Partnership in Empowering Orphans and Vulnerable Children
STI	Sexual Transmitted Infections
SWAAZ	Society for Women and AIDS in Africa Zambia
UN	United Nations
UNICEF	United Nations Children's Fund
UPND	United Party for National Development
WFP	World Food Programme
YWCA	Young Women's Christian Association

Zambia Episcopal Conference office is in Kapingila House, Kabulonga Road in Lusaka. P O Box 31965, Lusaka. Tel 0211 262765, 262730, 229673, 223678

Funding opportunities for a Human Rights Project

Donors world wide are looking for partnership with community projects.

Donors are looking for partnership with community projects. The book **“MPS Funding Guide”** has more than 300 entries with description of donor organizations that are looking for community projects for co-operation. The price is \$59 and you can buy from Mission Project Service, Web site: info@missionprojectservice.org. If a few community projects co-operate and share the cost of purchasing the book, all will benefit when making partnership with foreign donors. The book also explains how to present an application for support in a winning manner.

Foundation Centre

Probably the largest donor database in the world is Foundation Centre; www.foundationcenter.org in the USA. This is a large database you may access on the internet; some access is free and other use of the database you have to pay to access. If you can work with people that have project writing skills, this website will give you access to the big donors in the world that may fund your community effort. Keno institute in Lusaka offers grant writer courses at K3900. Such training can greatly improve in writing successful applications.

Lion's club, Rotary, Jaycee's and local businesses

Find out if there are service clubs, such as Lion's Round Table, Rotary etc. in the area where you live. Rotary in particular have an emphasis on support to water projects where there is no water. You may apply to them to fund the action plan for social justice in your community. Explain what you want to buy or improve and enclose a detailed cost estimate of the expenses you appeal to them to support. Be realistic and apply for the funds needed only and not large amounts. Make a follow up visit after submitting the application letter, see the club Chairperson to explain the application and invite him/her to come and see what you are doing. Businesses like Hotels and Supermarkets have an interest to support community initiatives and the application from the Know your rights club might be welcome. Provided you write a proper application letter with a budget, the chances are good to be funded by service clubs above or business houses.

Follow up the initiatives!

Note that whenever applying for support somewhere, - make follow up enquiries by personal visit or by telephone to find out if the letter was received, - or may be you omitted some important information so the

long! All the issues in this manual are related to poverty or aggravated by poverty. **Organise the community to come together and fight poverty on self-help solely from the community's own human and environmental resources.** Then to add on the community self-help efforts you will see that your projects will grow and receive support from both GRZ and the NGO's later as the project develop. Look for the manuals in community self-help education series that are listed at the end of this manual and find advise about the projects your community wish to start. Apply for funding also to Constituency Development Fund through the Town Clerk or District Council Secretary.

Clean water for all

The right to clean water is among the basic human rights. Many remote areas have clean water part of the year only and have long distances to walk in the dry season to find dirty water in open ponds of dry riverbeds where cattle drink and children bath as well. Boreholes are needed in many places where the water table is deep and that is an expensive investment, while in other places the communities can dig an inexpensive well in order to have clean water. The water affairs department in the Province is the right place to get advice, site the well or borehole and apply for a borehole or a well to be paid for by (GRZ). If this fails try to get help through the organisations listed under “the supporters”. If this also does not yield any result, look up donors later in the manual where you can find addresses to apply for funding of a borehole or water well. Those that are connected to the water supply of a water company and having problems with disconnection without notice, short hours of supply, disconnection when the bill is paid etc. can now complain to (NWASCO) National Water Supply and Sanitation Council. See address later.

Education for all Every child has the right to education.

Many areas have no school within acceptable distance for small children to walk from home, resulting in high prevalence of illiteracy. UPND program for education falls short of saying “right” but instead states “Ensure” girl children have equal access to education as boy children by tracking and addressing challenges such as child marriages, menstrual hygiene and pregnancies. **Meanwhile the com-**



community leaders must come together immediately and establish a community school on self-help. Support is given to all the registered self-help community schools through the DEBS.

Therefore, the Parent Community Association at the school must register the school with the District Education Standards Officer (DESO) soonest after establishment and make sure the school receives the support community schools are entitled to.

You might need help to be heard, therefore convince your area Councilor and the MP to put pressure on the education authorities and the Government. If these efforts are not yielding any result, look up donors later in the manual to find addresses where you can apply for funding/support to improve the school. Order the Community Self-help Education Series manual no 1 "Let's start our own school" and get more information about how to develop your school.

Health and Environment

Although most people have to pay to access more comprehensive health services, basic health care services remain free of charge at the primary health care level. The National Health Insurance Management Authority has also been

established to make access to healthcare easier for citizens. Application forms and more information on the scheme can be found at www.nhima.co.za. Some communities are suffering from disease breeding open sewerage and garbage heaps along the roads where children play and foul smoke in the air from burning waste pits in the back yards. Residents living around bars must endure extremely loud noise from music machines day and night. Many communities have open ponds or water sources where mosquito larvae breed causing all the misery we see to children and adults suffering from malaria. Some villages and urban areas do not have toilets so people use the bush instead. Pigs eat faeces and children play with them. The above-mentioned environments are not normal and acceptable as it may cause ill health and stress to the residents. The good news is that the mentioned problems are all preventable.

The Chief or the Residents Development Committee must organise people to make clean up campaigns or build toilets. Try also to get help through the people listed under "the supporters". You can also get assistance directly from The Department of Environment if the efforts to involve the above fail. See addresses later.



in the work place. P.O Box 20652 Kitwe main, Tel 0212 22 14 46, 22 50 91, 22 47 65, fax 0212 22 82 84

CIVIC EDUCATION AND INFORMATION

The civic organizations below are non political. Their roles are many, however in this context it is to strengthen and monitor the democratic process in the country. They can provide material and sometimes teaching to the community know your rights club. Ask them for assistance to help organize civic education programmes for your community.

CHRISTIAN COUNCIL OF ZAMBIA (CCZ)

Christian Council of Zambia office is situated on Cairo Road in Lusaka. P O Box 30315 Lusaka. Tel 021 1 229551, 235132, 224622, Fax 021 1 224308

CITIZENS FORUM

Citizens Forum has the office in 282 Ngwezi Road, Roma, Lusaka, Postnet Box 350, P/B E10, Arcades, Lusaka. Tel 021 1 236275, 236281, 286616, 228033

FOUNDATION FOR DEMOCRATIC PROCESS (FODEP)

Foundation for Democratic Process has offices in Lusaka and you can call them on Tel 0211 236275, 236281, 286616, 228033.

JUSTICE FOR WIDOWS AND ORPHANS (JWOP)

JWOP give free legal aid and also take cases to court. JWOP has offices in Lusaka off Addis Ababa road in Rhodes Park. FINNIDA and other donors fund JWOP.

LAW ASSOCIATION OF ZAMBIA (LAZ)

Law Association of Zambia office is situated in Lusaka. P O Box 35231, Tel 021 1 254428, 255735, 254401

NON-GOVERNMENTAL ORGANIZATIONS CO-COORDINATING COMMITTEE (NGOCC)

Non Governmental Organization Co-coordinating Committee office is situated in Lusaka. Tel: 021 1 227538, 227529, Fax 021 1 227514

WOMEN AND LAW IN SOUTHERN AFRICA RESEARCH AND EDUCATION TRUST – ZAMBIA OFFICE

This is a research institution that also runs a legal aid service, legal education and training and lobbying and advocacy program for law and policy change. National office at Plot 12509 Malila Close, off Lubambe Road in Northmead. P O Box 34777 Lusaka, Tel 021 1 253974, Fax 021 1 253975. Email: wlsazam@zamnet.zm

ZAMBIA EPISCOPAL CONFERENCE (ZEC)

YOUNG WOMEN'S CHRISTIAN ASSOCIATION SHELTER FOR BATTERED WOMEN

Contact YWCA for latest information about address and telephone numbers.

ZAMBIA INTER-FAITH NETWORKING GROUP ON HIV/AIDS (ZINGO)

ZINGO promotes networking among different inter-faith groups working on HIV/AIDS in the country. ZINGO operates in Lusaka and Livingstone. Address at Christian Council of Zambia, P.O.Box 30315, Lusaka, Church House, Cairo Road, 2nd floor. Tel 0211 224622/229551/235131. E-mail: ccz@zamnet.zm

Health, Environment and various

NATIONAL HEALTH INSURANCE MANAGEMENT AUTHORITY (NHIMA)

NHIMA seeks to provide sound and reliable healthcare financing for Zambian households. Reach out to them to learn more about healthcare options available to you. Their headquarters is located at Levy Mwanawasa Medical University, Commercial Hub, First Floor. Email: infor@nhima.co.zm, Tel. +260 211 356 499

CONSTITUENCY DEVELOPMENT FUND

Constituency Development Fund is found in every district and have a yearly capital of K 40 million. The fund may support any community initiative to alleviate poverty. Make an application and a budget and give to the Town Clerk or the Council Secretary.

DISTRICT COUNCIL

The Public health office at the District Council is the right place to start complaining about pollution, noise, malaria, garbage and open sewerage problems in the community. If the council fails to assist you, then take your concerns to the offices listed under "the supporters".

IN THE MINISTRY OF TOURISM, ENVIRONMENT AND NATURAL RESOURCES

They may assist in all issues related to pollution where you live. P.O.Box 30575 Lusaka. Tel 0211 22 94 10/11/12/13, Fax 0211 22 21 89. The Permanent Secretary has tel. no 0211 22 39 30, fax no 0211 22 94 16 The Ministry has an office in every Province.

PENSIONS AND INSURANCE AUTHORITY

The Government agency that controls the activities of the insurance companies is the Pensions and Insurance Authority, Post office Box X30 Ridgeway, Lusaka. Complain to them if you have problems with the insurance company when demanding compensation after a road accident.

ZAMBIA CONGRESS OF TRADE UNIONS

Zambia Congress of Trade Unions is the umbrella organisation for the trade unions in the country. Seek advice from them on the violation of your rights

Freedom from Hunger

The right to food is among the basic human rights. Many areas have drought or crop failure at times and people experience hunger when last year's food reserves are eaten up and the new crop fail. Try to get help through the offices listed under "the supporters".

Furthermore there are numerous organisations that address food security and hunger.

Consumer rights

We are all consumers. We buy food, clothes and pay school fees and so forth. **As**

customers or consumers we have rights. Our

obligation is to pay the bill in order to get the goods or the service we ask for. However the obligation for the trader is not only to give us the goods or the service but also to deliver the quality they promised. If the trader fails to give you the promised quality or deliver broken, contaminated or substandard goods, you must return the goods in exchange for a good full quality product or get your money back. If the trader refuses to refund you or give you a quality item, report the case to the police and demand compensation. If this fails contact the Consumer Unity and trust Society Tel 0211 22 49 92

Corruption

We need the services of government or council offices from time to time; apply for a scholarship, a place in a college, a permit, passport, NRC card, a plot, pay customs for a parcel etc. **It is your right to get the Government and Council services** that you need and are entitled to without paying anything apart from the official fee that office will issue an official receipt for when you pay. Some offices are known to work slowly so some people will try to encourage speedy paperwork or getting a plot or a permit he is not entitled to, by paying a bribe. Paying bribe is illegal, it is better to seek advice and complain through the support organisations we are recommending or to Anti Corruption Commission. In that way we can stop corruption. The Commission has an office in all provincial towns.

Victims of road accidents

There is a Law to compensate injuries afflicted on a third party through an



insurance that all the cars moving on the roads must buy. A third party is any other person than the drivers of the cars involved in an accident. This means that innocent people and the surviving relatives of one injured or killed by a car are entitled to compensation. This compensation will not be paid automatically. The affected people must claim from the insurance company of the car that caused the injury or death. The police report on the accident will give you the information you need about the insurance company. This compensation is not money the insurance company give you from a good heart! ***The compensation for medical treatment, lost income, disability, funeral etc is money that is your right to receive.*** When you wish to make a claim and need help about how to fill in forms etc. approach one of the organisations referred to both earlier and later in this manual. If your claim for compensation is not fairly met by the insurance company, you can complain to Pensions and Insurance Authority. See address later.



Support if abused

When abused you can seek assistance and support from the following:
 National Legal Aid Clinic for Women is an NGO
 Legal Resources Foundation is an NGO
 (YWCA) Young Women's Christian Association is an NGO
 Zambia Police Service; Victim Support Unit or Sex Crime Unit
 The hospital or the clinic for medical examination and counselling
 Department of Social Welfare is GRZ office
 Human Rights Commission is GRZ office
 Legal Aid Department is an GRZ office

Recommendation if you are abused

It can be difficult emotionally and culturally to report a case of abuse, therefore when reporting the abuse to the police, **do not go alone but be escorted by someone you trust**, the priest in your Church, a neighbour of wisdom, a volunteer from any NGO such as YWCA, Zambia Red Cross or National Legal Aid Clinic for Women to the police station and the hospital. The reason is that not all police officers/nurses you meet have empathy with your misery. As individuals some are good and professional in their conduct while others are so indifferent that you waste your time there. The qualities of the GRZ services differ greatly from one office to another. Your escort will ensure that you are treated fairly and your human rights are observed!

No. 532, Makishi Road, Fairview. Tel 0211 223589

INTERNATIONAL LABOUR ORGANISATION (ILO)

ILO has office in Lusaka at the UN complex at Longacres on the road to the Broadcasting Complex. Contact ILO about information material, posters and advice concerning child labour. Tel 0211 226302, 229792, 229779, 232174, 232386.

JUSTICE FOR WIDOWS AND ORPHANS (JWOP)

JWOP give free legal aid and also take cases to court. JWOP has office in Lusaka off Addis Ababa road in Rhodes Park. FINNIDA and other donors fund JWOP.

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LEGAL RESOURCES FOUNDATION (LRF)

LRF is an NGO that addresses the rights for everybody including prisoners. LRF gives more than advisory service as they also take cases to the courts. LRF is found all over the country. NORAD and other donors fund LRF. Address: Wood gate house P.O.Box 35762 Lusaka. Tel 0211 2237 58, fax 22 12 87. E-mail: lrf@zamnet.zm

NATIONAL LEGAL AID CLINIC FOR WOMEN

A National Legal Aid Clinic for Women is established by Law Association of Zambia and funded by the donors and is a NGO that is found in most towns in the country. In Livingstone the office is in 74 Limulunga road, P.O.Box 60242. Tel 0213 32 06 11.

YOUNG WOMEN'S CHRISTIAN ASSOCIATION, COUNCIL OF ZAMBIA

YWCA Council of Zambia is a large NGO empowers the women in the community in order to achieve a better community. YWCA covers the whole country. P.O.Box 50115, Lusaka, Plot No 7391 Nationalist Road. Tel 0211 255204/252726/25 53 05/29 21 21. Fax 0211 254751, 257249/50. E-mail: ywca@zamnet.zm YWCA has local branches all over the country. Visit the branch in your town.

YOUNG WOMEN'S CHRISTIAN ASSOCIATION DROP IN CENTRE FOR CHILDREN

The drop in centre is situated opposite the (UTH) University Teaching Hospital mortuary in Lusaka.

efficiency and sustainability. Under NWASCO is Water Watch Groups being established to monitor the Water companies. They will look into issues such as hours of water supply, disconnection when the bill is paid, disruption of water without advance notice to the consumers etc. Complain to NWACO, Plot 164 Mulombwa close (off Bwinjimfumu Rd) Fair View, P.O.Box 34358, Lusaka, Tel 0211 226941/42, 228438/39 or fax 0211 226904. E-mail: nwasco@zamnet.zm

Abuse of children and women

Zambia Police Service

Victim Support Unit is the unit under the Zambia Police Service that is supporting the vulnerable groups in society, such as children and women. Their primary concern is to deal with violence against women, property grabbing, beating and abuse. The **Sex Crime Unit** deals with cases of sexual assault; defilement and rape.

Go to the nearest police station and they will guide you to the police officer trained for work at the victim support or sex crime unit so you can get assistance. Find someone to escort you to the police so you do not feel alone and vulnerable. The police will give you a medical report form. You will not pay for the form that you take to the clinic or hospital. Tell the police all the important details and bring the evidence of for instance rape, sperms are evidence at the clinic, torn underwear or any other evidence you may have. Go quickly while evidence is fresh and you can be given treatment in



case of pregnancy or HIV infection without bathing first in order to keep all evidence unspoilt.

Department of Social Welfare

Department of Social Welfare is there to protect Children, Women, the disabled and the vulnerable in the society. They will advice you on the rights and help you to get support in time of need. Sometimes they may not have funds to assist but they can give advice about where you should try to get assistance as well as refer your problem to a government office or a NGO that may assist your cause, as they know the community support structure well.

Family Health Trust

The trust provides Anti Aids education; Lusaka home based care and children in distress projects. The trust is donor funded and has 52 staff members and operates in Lusaka, Copperbelt, Eastern and Southern Provinces. E-mail: fht@zamnet.zm Website: www.fht.org.zm P/bag E243, Lusaka, Plot

Lobola

Bride price has evolved to be custom among all tribes, including those that did not have lobola traditionally. Lobola served to bind families together, gave certain rights to the parties and the meaning was clear. The wife could claim to be married, and was protected by the husband; he gave her maintenance and other rights. Lobola was also believed to give extra dignity and respect to the woman.

At the core is the control of the woman, traditionally by the wider kinship group, to the father (that benefits from the lobola payment) and the Husband (who pays the lobola). Consequently, some men believe that payment of lobola has given them ownership of their wife. This attitude has been seen to encourage wife battering and **beating is a human rights violation** that should be reported to the police.

Violence in Marriage

Some believe that a married woman is not entitled to refuse her husband's advances, if she resists then he is allowed to **use force against her. This is violating her human rights**. Do not keep silent. Report to Zambia Police Service, the Victim support unit, get a medical report if injured and go for counselling.



Physical abuse

This is a type of abuse that involves pushing, kicking and beating. This may cause physical injuries. **All Zambians are protected against cruel treatment in the Constitution**. Get help through the organisations listed under "support if abused".

Emotional abuse

Shouting, calling names or humiliation in public is a type of abuse that hurts and makes the abused feel worthless and cause severe trauma. **Abuse is violation of human rights**. Get help

through the organisations listed under "support if abused".

Child labor

Children may have duties in the home and so carry out chores that suit the child's age such that there is ample time for play and school work. A child between 13 and 15 years may be engaged in light work, which is not likely to harm that child's health and development. However, keeping children in the house or on the farm for full day's work while **preventing the child from school and play is a crime** and child abuse and must be reported to the Police Victim Support Unit and Social Welfare.

Labor

The law protects every employee against unlawful dismissal and stipulates compensation that the workers are entitled to in the event of the company closing. If you believe that you have been unlawfully or unfairly treated in the workplace, ask for advice at the Labour Office or from the Trade Union representatives. You find a labour office in every district. Trade union representatives are found at all big workplaces. Find address to Zambia Congress of Trade Union later in this manual.

Economic abuse



Preventing the spouse from engaging in gainful employment, selling the property of the home and refusing to maintain the spouse is economic abuse.

A consequence of abuse is that it may create a vicious cycle of unending abuse where physical, emotional and economical abuse is connected. **All these abuses are human rights**

violations where the victims need protection. Get help through the organisations listed later.

Abduction or elopement

It is a crime to abduct a girl. Girls are abducted in some tribes to get married. This might cause the family to refuse to take her back home. Men abducting a girl may serve seven years in prison. **Abduction violates her human rights.** Do not keep silent. Get help through the organisations

If the community Know your Rights club feels like taking on the task of offering education to children you may ask for help at the Department of Social Welfare. They will advise you on children's rights and help to get support for the community school. When you need support for community schools, look up sources in this manual and manual no 1.

WORLD FOOD PROGRAM (WFP)

WFP in co-operation with the NGO's distributes food to draught areas, the orphans and vulnerable children (OVC), patients with HIV/AIDS and to the disabled in the community. There is a selection system and certain procedures to follow in order to be registered in this support system. Ask WFP by Tel 0211 22 54 23 P.O Box 31966, Lusaka. The office is found at the United Nations complex at Long Acres, Lusaka.

HOME BASED CARE

Register with the home-based care office in your district if you are starving because of AIDS, illness etc. Ask at the catholic diocese office and they will direct you to the home-based care office.

OFFICE OF THE VICE PRESIDENT

The disaster relief food distribution is administered from the Office of the Vice President in Lusaka. In times of hunger visit this office through your Chief, your MP or the Provincial Minister's office. Tel. 0211 250 827/4.

CARE INTERNATIONAL ZAMBIA

Care distributes relief food in many districts and supports education, agriculture, micro-finance, water and sanitation, environment and health in Lusaka, Copperbelt, Northern, and Southern and Western provinces. Tel No 0211 26 59 01/7, fax no 0211 26 50 60. E-mail: info@carezam.org

OXFAM ZAMBIA

Oxfam supports the poor to improve their standard of living in the community, development and education in Copperbelt, Northern, and Southern, Western, Central, Eastern and Lusaka provinces. P. O. Box 35624, Lusaka. Fax No 0211 29 24 96. Website: www.oxfam.org.uk

The Right to clean, safe water

WATER AFFAIRS DEPARTMENT

All the provinces have a government office called Water Affairs Department. They have maps about the under ground water distribution. They also have drilling equipment and drill boreholes when the GRZ orders them to drill a borehole. They will give you information about water in your area and how to apply for a borehole.

THE NATIONAL WATER SUPPLY AND SANITATION COUNCIL (NWASCO)

NWASCO is set up to regulate the water supply and sanitation sector, for

GRZ can render to provide education and literacy to all the adults and children in the community. District Education Standards Officer (DESO), can help in terms of establishment of community schools, there is an office in every District..



CATHOLIC COMMISSION FOR JUSTICE AND PEACE (CCJP)
There is an office in every Diocese across the world., where you can take your complaints concerning peace. Head-quarter address in Zambia, Kapingila House, Kabulonga Road, Lusaka. Tel. 0211 260 980/261 789. Email: zecdev@zamnet.zm or zecccjp@zamnet.zm

Web: www.ccjp.org.zm

HUMAN RIGHTS COMMISSION

In Zambia, they are located in Lusaka. Everyone is free to report any human rights abuse to the commission. The commission investigates human rights abuses that are reported to them. When a club is formed in the community, it can act like an eye of the Human Rights Commission. Headquarters address: P.O Box 33812, Lusaka. Tel. 0211 251 327/251 357/253 919 Email: phrc@zamnet.zm.

DEPARTMENT OF COMMUNITY DEVELOPMENT.

If the community participation clubs is concerned about education of the illiterate adults you may ask for help at Department of Community Development although this duty is now with DEBS. However, they have a lot of experience and will advise you on the education materials and may train the volunteer teachers you have recruited in the community.

DEPARTMENT OF SOCIAL WELFARE



listed under “support if abused” and NGO’s listed later.

Sexual abuse

Examples of sexual abuse are such as excessive demand for sex or denial of sex by a partner for no reason, forced sexual intercourse and infecting with a STI. **A partner has the right to abstain from sex when a reason is given.** Get help through the organisations listed under “support if abused” if your human rights is violated.

Rape

Having sex with a girl or a woman without her consent or with consent gotten through threat, force or intimidation is rape.

A rapist may be a stranger but men that the women actually know often rape them. Rape is a serious crime violating her human rights. Do not keep silent. Report rape to the Sex Crime Unit at Zambia Police. A rapist may spend the rest of his life in prison.



Defilement

Sexual intercourse with a girl under 16 years is defilement. Defilement is on the increase because some men believe that having sex with a virgin will heal ones STI and HIV! This is violating her human rights. Do not keep silent.

The punishment for defiling a girl might be imprisonment for life.

However abuse of young boys are also becoming a problem. Report rape to the Sex Crime Unit at Zambia Police

Incest

Sexual intercourse between people who are closely related is called Incest. The examples of incest are intercourse between father and daughter, mother and son, grandfather and granddaughter. Such relationships are taboo under both law and tradition. **This is abuse and violation of children’s human rights.** Do not keep silent. Nobody should accept abuse in any form from any person, a father, a mother or grandfather. Get help through the organisations listed under “support if abused”.

Sexual harassment

Sexual harassment is an act or talk of sexual nature that causes humiliation and embarrassment to a person it is intended against. Sexual harassment is

most common against females, however females might also sexually harass men. The examples of sexual harassment are obscene gestures, handshakes with a pinch, patting and pinching, of the girl or woman's body, winking, touching and brushing against the body, offering good academic grades or a place on the sports team in exchange for sexual favours and making threatening remarks after refusal of sexual advances. **Sexual harassment is common in workplaces, sport, schools, and colleges and on public transport.** Make noise and scream if you are sexually harassed and then report to a responsible person who can back up your story to the Zambia Police Service.

Women's human rights and HIV/AIDS

Women find it difficult to insist on condom use or demand that the partner stay away from high-risk behaviour. HIV is more easily transmitted from men to women than from women to men. Considering the seriousness of a HIV infection, **an insistence of condom use from a man or a woman in a partnership must be considered a human rights issue.**

Witchcraft

The law is very clear and states that no one is allowed to name another person as a Wizard/Witch. No citizen is permitted to practice witchcraft or get involved in witch finding. Anybody accused of practicing witchcraft by another, should report to the police or sue such a person in court for compensation.

Inheritance

When a spouse dies without leaving a Will, his/her estate will be shared as follows:
 20% to the surviving spouse
 50% to the children, whether born in or out of the marriage
 20% to the parents of the deceased
 10% goes to the dependants, living with the deceased or a minor whose education was being provided for by the deceased and who is incapable of maintaining him/herself.

The family house together with the household property and all personal chattels of the deceased is the property of the surviving spouse and children. **Get protection from property grabbing by reporting to the Police and get help from National Legal Aid Clinic for Women.**

Injustice by Government Officers

Any aggrieved person can apply to Commission for Investigation. There is no



fee to pay to deliver a complaint either orally or in written to the Secretary. The complaint or allegations must be marked "Confidential". The findings of the investigation will be presented by the Chairman of the Commission to The President of Zambia.

The Investigator General, Commission for Investigation, attention the secretary, P O Box 50494 Lusaka, physical address is Cairo Road, Old Bank of Zambia Building. Telephone number 0211 228330.

Complaint against the Police

People that have a complaint against police action can bring the case to the "Police Public Complaints Authority", Plot no 377a/G/B/1/2, Kabulonga road, Kabulonga, Lusaka. Tel 01 26 45 68, 01 26 37 34. The Authority shall investigate all complaints, issue summons or orders and question any person in respect of any subject matter under investigation under the Authority.

Prisoners

Prisoners are in the custody of the Prison Service after being sentenced in the court of law. The society's reaction to crime is mainly to detain the person from committing more crimes, punish and to attempt to rehabilitate the prisoner to a gainful life after release at completion of the sentence. Find out how the prison in your area is doing. When the situation is bad, community groups should adopt the prison in their area and lobby both GRZ and the community for support to the welfare of the prisoners. Therefore the community must partner with the area Councillor and MP, the business community, the donors and the Churches to bring the human rights violations to an end as **prisoners at times are exposed to violence, hunger and sexual abuse.** Make representation to the Minister in the Province, organise demonstrations to sensitise the community and the authorities. Contact the Prison Service headquarters Tel 021 5 224113

FURTHER HELP CAN BE OBTAINED FROM THE FOLLOWING ORGANIZATIONS

LEGAL AID DEPARTMENT

Is a Government Republic of Zambia (GRZ) department found in every provincial headquarter and bigger towns. It gives free legal services to people who cannot afford to pay for legal services. P.O Box 32726, Lusaka, Tel. 0211 233 765

Right to Education

District Education Board Secretary (DEBS) will guide about the support the

