



GUARANTEEING RIGHTS AND PROTECTION IN GUATEMALA

Since February 2024, the Office of the Ombudsperson (PDH) in Guatemala, with the support of the United Nations Refugee Agency (ACNUR), has implemented a new service model through “PDH Mobile” units. These units aim to strengthen the protection and access to rights for **refugees, asylum-seekers, displaced Guatemalans, including returnees, among other vulnerable populations.**

This initiative deploys eight mobile units and one speedboat on key routes and prioritized communities, extending coverage to remote and hard-to-reach areas in the national territory. The project aims to bring PDH services closer to vulnerable populations in prioritized spaces, enhancing assistance, guidance, and complaint reception, ensuring effective access to fundamental rights and essential public services. The mobile units are located in the departments of **Peten, Izabal, Chiquimula, Jutiapa, Huehuetenango, San Marcos, and Alta Verapaz.**

Within the project implementation, Departmental PDH offices have included the mobile units in their annual operation plan. This has expanded their presence to remote communities and municipalities, reaching more vulnerable populations. This initiative is funded by the PDH, which is covering 85% of the mobile units' operational costs. Its objectives have been integrated into the institution's work plan, ensuring long-term sustainability.

UNHCR has supported the project through **technical strengthening and the organization of capacity building** for PDH staff, improving the effectiveness of protection services. In October 2024, the first National Meeting of PDH Mobile was held, bringing together UNHCR and PDH teams from the implementation territories to share good practices and experiences.

UNHCR accompanies the mobile units and coordinates field activities for the provision of specialized services.





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PEOPLE INFORMED ABOUT THE RIGHT TO SEEK ASYLUM

COMMUNITY ACTION: INFORMATION, ASSISTANCE, AND SUPERVISION

INFORMATION AND ORIENTATION

Through this action, the PDH Mobiles provide information on rights, including the right to seek refugee status, and services in Guatemala.



230

REQUESTS AND COMPLAINTS RECEIVED

RECEPTION OF REQUESTS AND COMPLAINTS

The PDH Mobile staff can receive complaints, either orally or in writing, from any person or group about violations of their human rights.



1,350

PEOPLE TRAINED IN INTERNATIONAL PROTECTION

HUMAN RIGHTS EDUCATION

Workshops and training sessions are held in communities on human rights, international protection, and access to rights, in collaboration with UNHCR and other key actors and allies.



495

FIELD MONITORING VISITS CONDUCTED

FIELD MONITORING

Actions or interventions carried out in strategic points and prioritized spaces for the defense of human rights.



Monitoring through PDH Boat @UNHCR/ Victor S.



CAPMIR Centra Sur @UNHCR/ Victor S.

UNHCR is grateful for the contributions of donor countries that contribute in the Americas and to global programmes with flexible funding:



Also, we thank the contributions of our global private donors in Argentina, Australia, Brazil, Japan, Mexico, the Netherlands, the Republic of Korea, and Spain.

**As of 31 May 2025*

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