

# Chapter 4

## The South African Truth and Reconciliation Commission: *Database Representation*

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### Introduction

The work of the Truth and Reconciliation Commission (TRC) was dominated by information processing. By the time the Human Rights Violations Committee of the TRC had completed its work, it had gathered 21,298 statements, containing 37,672 gross violations of human rights. The Amnesty Committee of the TRC received a total of 7,127 applications for amnesty. At this time (mid-1999), the work of the Amnesty Committee is not complete, so the total number of violations gathered by the amnesty process is not known, but could ultimately be in excess of 10,000.

The anticipated volume and complexity of the information was such that the Commission decided to set up a wide-area network and develop its own database to process the data. As it turned out, the network and database comprised the backbone of the organization, structuring its work in a systematic way. The end result is a rich, complex, logically disaggregated set of corroborated data which enables researchers to make powerful statements about human rights violations.

Information technology in South Africa is sophisticated despite South Africa's violent past, under-developed economy and years of sanctions. It has become more so in the years since the ban on liberation movements in 1990 was removed. With the necessary hardware, software and skills available, the TRC was able to rapidly build a powerful electronic infrastructure.

In this paper, I describe the TRC's experience of putting together this electronic infrastructure. I will describe 1) the basic network structure, 2) the organizational structure of the TRC, 3) the information flow by which the data was loaded onto the database, 4) the logical model of the database and finally 5) give some examples of the analytical results that such a database model provides. In the appendices, I give the complete statement used to gather data and the coding frame.

The editors excerpted and summarized lessons learned for this chapter and for Chapter 3. This section appears as Appendix 3.

### The Basic Network Structure

#### The local area networks

The TRC had four regional offices, based in Cape Town, Johannesburg, Durban and East London. Each of the offices had a local area network (LAN) consisting of a number of workstations and heavy-duty printers connected together by an Ethernet network with a Windows NT server at the center of each LAN. The communication protocol was TCP/IP. There were about 250 workstations in the Commission's four offices.

The workstations ran Windows 95, and the Microsoft Office suite was used to carry out the administrative work in the offices. The e-mail facility in particular proved to be a valuable internal communications tool. In addition to Microsoft Word, which was used for word processing, the researchers used the Excel spreadsheet to analyze trends in the data on human rights violations and to graph the results of their analyses.

These products were easy to install and use, readily available and well suited for a network of this scale. However, the domain structure of Microsoft NT complicated the management of the network, and the stability of the servers was often compromised by the shortcomings of the network operating system.

In addition to the off-the-shelf software, all users involved in the TRC Information Flow (data processors, corroborators, researchers and commissioners) had access to the TRC Database. The database was a client-server design, so users had screens loaded on their workstations enabling them to query and update the information stored on the file servers.

Most of the TRC staff had had little or no prior experience with computers, so each office had a Computer Officer who fixed the hardware, installed and maintained the software and provided the

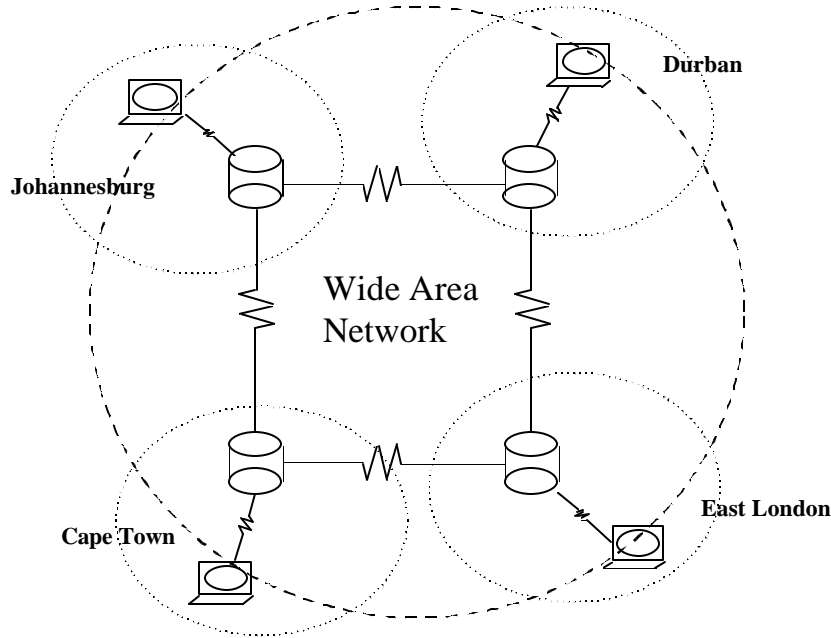
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users with support. A commercial network service provider supported the Computer Officers by performing the more complex hardware and networking tasks.

### The Wide Area Network

A wide-area network (WAN) connected the four regional networks together, using 64k digital lines rented from Telkom, the national telecommunications provider, as shown in the schematic diagram of Figure 1.

**Figure 1. Schematic diagram of the Wide Area Network**



The WAN allowed users to send e-mail from one office to another, transfer word-processed documents between regions and share database information between the offices.

The commission network was not connected to the Internet for security reasons. Instead, each office had one or more freestanding computers (i.e., without a connection to the network) with dial-up access to an Internet Service Provider. There was no physical connection between the TRC network and the Internet. This was the simplest, most reliable, least expensive way of isolating the network from potential intruders, although more computer-literate users were frustrated by the lack of e-mail connections to the outside world.

### The Organizational Structure of the TRC

The TRC consisted of three sub-committees:

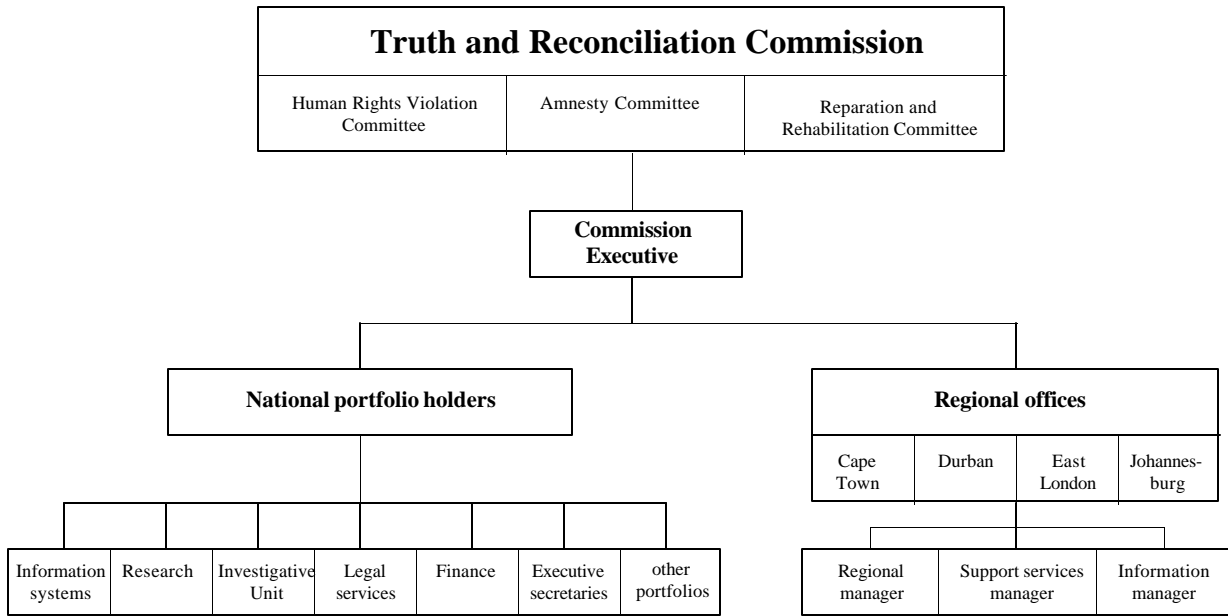
Committee	Responsibility
Human Rights Violation Committee (HRV Committee)	Collecting statements of human rights violations from victims or their surviving relatives
Amnesty Committee	Dealing with applications for amnesty from perpetrators of politically-motivated violations
Reparation and Rehabilitation Committee (R&R committee)	Making recommendations for reparation and the rehabilitation of victims identified by the TRC

The executive arm of the commission consisted of national portfolio holders reporting to the chief executive officer (CEO). They worked with the managers of the four regional offices to carry out the operational functions of the TRC and gathered and processed the HRV statements and amnesty applications on which the commissioners made findings.

Responsibility for the database and network fell under my charge as the Information Systems Manager. I worked closely with the Information Managers in each of the regional offices to ensure that the database functioned as expected, making enhancements to the functionality as more processes in the information flow came on stream. The Information Managers kept the information flow moving and ensured that the data gathered by each office was loaded onto the database efficiently and accurately.

The structure of the commission was as shown in Figure 2.

**Figure 2. Structure of the South African Truth and Reconciliation Commission**



By vesting the responsibility for the electronic information systems in a position reporting directly to the CEO, the database was assured of a high profile in the organization, thereby avoiding contests of ownership. It was not relegated to a purely “research” function or subsumed in the work of the investigative unit.

Indeed, the reverse was a greater problem. It was difficult to get the Research department, Investigative Unit and Commissioners to take ownership of the data that fed their own processes. The main focus of the work of the Commission was on the public hearings, rather than on gathering statements. Thus, for nearly two years, the attention of the researchers, investigators and commissioners was directed away from the database, towards the logistics of preparing for hearings.

In the absence of involvement from other portfolios and committees, the perception emerged that the contents of the database (quality, volume, and integrity) were the responsibility of the Information Systems portfolio and the Information Managers in the regional offices only. This had a substantial negative impact on the quality of the data since none of the principal users added value through active use of the data, until the findings process began in earnest and the writing of the final report was started.

**The Information Flow for Loading Data onto the Database**

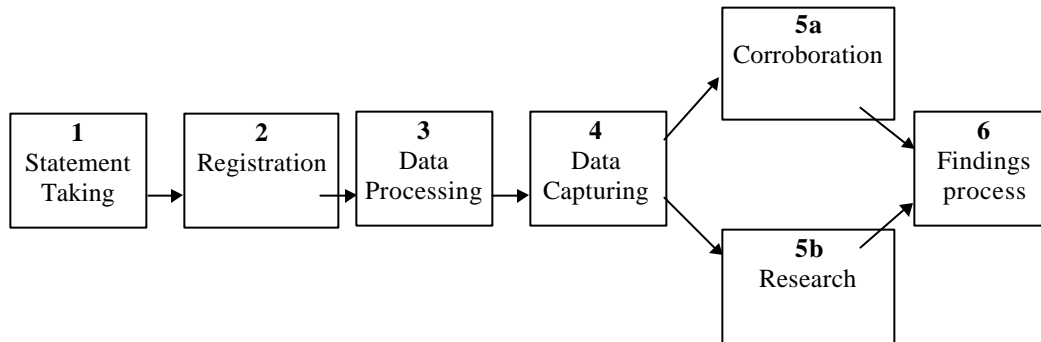
The TRC database was originally designed to be a research tool, but subsequently become integrated into the operations of the commission. It was at the heart of the Information Flow in which

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the violations reported in statements made by deponents were analyzed, captured onto the database, corroborated by investigators and finally passed to commissioners who made findings on whether the violations constituted gross violations of human rights as defined by law.

The information flow was as shown in Figure 3.

Figure 3. TRC database information flow



The first four stages of the information flow were implemented early in the life of the commission. There was enormous pressure to get the database up and running and filled with data. As soon as the first phase of the database development was completed (database engines installed on the servers, input screens developed and installed on workstations), the registration, processing and data capture began.

At the same time as the database development was underway, the commission started its process of holding public hearings. These hearings generated enormous coverage for the work of the commission and the statement-takers were able to harness the energy of the hearings to gather statements. Unfortunately, the hearings diverted the focus of the commission from stages 5 and 6 and the crucial processes of corroboration, research and the making findings were put on hold. The data processors and data capturers worked in isolation during this time, and received no feedback on the quality or quantity of their work.

Once the process of corroboration began, and researchers began to rely on the primary data from the statement-takers to prepare for hearings, rather than using mainly secondary source material. As before, the quality of the data improved dramatically. The corroborative material (death certificates, press clippings, medical files, photographs) added enormous value to the database. Late in the life of the commission, the findings process started and the data were authenticated.

Although laborious, the process of corroboration proved invaluable and gave the findings a legitimacy they might otherwise have lacked. Before this, the data gathered often represented the data-processor's understanding of a hastily written statement, translated into English during an interview with a possibly traumatized deponent, recounting events which may have happened several years previously. Under these conditions, the probability of, and the scope for error were enormous.

### The HRV statement

The data gathered by the statement-takers were written down on a standard protocol sheet. The format of the statement changed in the early stages of the commission's life. It was initially a free-flowing narrative, with sheets attached for the statement-takers to record the specific details, and to remind them to ask certain questions. Statement-takers complained that it was too repetitive, and because at that stage the commission's rate of statement-taking was very slow, the format of the statement was questioned. Some members of the HRV committee then argued for a format in the style of a motor-vehicle license application, so that these forms could be distributed by public bodies (the post office, churches, non-governmental organizations, and so on). With such a format, deponents could fill in the forms themselves, or be assisted by family members, official functionaries or religious leaders.

A form was drawn up and put into use. The quality of the data declined dramatically, and I was able to show this by doing word-count comparisons of the two styles. I did this by counting the minimum, average and maximum numbers of words entered on the database by the data-capturers

to describe the nature of the violation, the outcome of the violation and the description of where the violation took place. By comparing the counts from the free-text statements to those from the “license application form,” it was easy to see that we had lost almost all context and gained nothing in the process. This form was dropped and the HRV Committee eventually compromised on a semi-structured statement (see Appendix 1).

This semi-structured statement had advantages and disadvantages when compared to the free-text statements, as I discovered by doing word-counts and by comparing the number of violations, victims and perpetrators per statement and the number of violations per victim. The results were mixed but interesting.

In those offices where data processing was known to be weak, the numbers of violations, victims and perpetrators improved, but in those where data processing was known to be better, the rates dropped. The structure helped weak data processors to identify the relevant violations, victims and perpetrators. Previously, they had been lost in the narrative, but better data-processors had less narrative from which to draw, and the structure of the statement only allowed for one victim per violation type, such as killing, torture, severe ill-treatment, etc. (See Appendix 1). Thus, they ended up with fewer violations per victim and fewer victims and perpetrators per statement.

The word-counts showed little change in the amount of detail captured to describe each violation and the consequences of each violation (whether the office increased the number of violations per statement or not). However, they did show a definite improvement in all offices where details about the perpetrators, political context and the place of violation were concerned. It was clear that the semi-structured statement focussed the attention of statement-takers on questions that had been previously neglected. A deponent’s testimony is understandably centered on the trauma of the violation itself, so less detail was gathered about the context in which the violation took place.

## The Logical Model of the Database

The database was developed in great haste, as there was enormous pressure to get the information flow functional, and with very little idea of how it would operate in practice, since the commission itself was in the process of defining its role. Drawing on the experience of Patrick Ball, as well as the work of the Human Rights Information and Documentation Systems International (HURIDOCs) team, and my knowledge of corporate databases, we created a functioning database in record time.

The design process began with the work of the Database Development Group. They reviewed the Promotion of National Unity and Reconciliation Act<sup>1</sup> to identify which sources of data were legally available to the TRC and which print-outs and analyses would be needed from the database to fulfil the reporting objectives of the Commission. This review was then used by a small team consisting of myself, a researcher, a systems analyst and a programmer, to design the database model and its interfaces.

The process development time was reduced by using industry-standard software. The end product was a client-server relational database using Oracle software, which is the database technology of choice for a project of this scale and nature. We chose Oracle partly for technical reasons, but also because SyBase, a database platform with similar functionality, was distributed and supported locally by a South African company with close ties to the arms procurement agency of the old regime. Commissioners feared that to use SyBase could have been seen as a conflict of interest.

We used Oracle’s Computer Aided Software Engineering (CASE) tool, Designer 2000, to store the logical model, data flow functions, validation rules and the data integrity rules. By investing more effort early in the design process, we were able to use the CASE tool to generate the bulk of the code needed to create the screens, as well as the SQL scripts needed to create the database tables. Once the CASE tool had generated the code, it was a simple matter to fine-tune the screen designs and add indexes to the tables to enhance performance.

The database consisted of four database engines (one on each server in each regional office) which were kept synchronized across the wide-area network, using the standard Oracle replication functionality. This automatically integrated the data from all the offices, providing one coherent national picture.

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<sup>1</sup> This is the Act of Parliament which established the TRC and defined its mandate.

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The users had a suite of programs on their workstations that connected them to the database servers. This arrangement allowed them to register statements and amnesty applications, capture the contents of the violations, carry out complex searches on the data, extract data into spreadsheets, and print a variety of computer-generated reports such as: the content of statements or amnesty applications, corroboration carried out, letters of acknowledgement, perpetrator details, incident reports, as well as statistics for monitoring the performance of the information flow.

### **The data model**

The underlying logical structure of the database is relatively simple, with just six core data entities. There were a total of 50 entities in the end, most of which were code tables for lookup purposes. The others were added over time to provide additional administrative functionality.

The six central entities, with the attributes<sup>2</sup> of relevance for the purposes of this paper, were PERSONS, SOURCES, ACTS, PERPETRATORS, WITNESSES and EVENTS. We first describe these entities with their attributes and then show the relationships among these entities in a flow chart.

**PERSONS** The PERSON entity consists of current or static information about the person, whether he or she was a deponent, victim, perpetrator or witness to a violation, and details about staff members.

person_seq	sequential number to uniquely identify persons (only partial details may be known about a person, so a system-generated primary key was used)
last_name	last, or family, name
first_names	first name(s)
id_number	South Africans have a unique 13-digit identification number which can be used to determine date_of_birth or sex; this field could also be used to hold passport numbers, or the old apartheid reference book number if the ID number was not available
race	human rights violations are often about ethnicity or race, uniquely so in the South African context; this attribute was valuable when analyzing patterns in the violence
date_of_birth	the ages of victims at the time of the violation or at the time of taking the statement can be calculated from the date of birth
sex	another useful analytic variable
address_lines	for contact purposes
phone_no	for contact purposes
town	a lookup table is essential for entering the name of towns
staff_members	details about staff members

A number of other PERSON attributes were on the system, but did not prove as useful as the above, because the information was either unavailable or unreliable. These attributes included marital status, religion, employment status and language. Other attributes not included here involved administrative functions - notes about the person, date of the victim finding, etc.

<sup>2</sup> For clarity the names of the attributes here are not exactly the same as were used in the database.

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**SOURCES** The SOURCE entity holds details of the source of the information about the violations in question. In the case of the TRC, violations either came from Human Rights Violation statements, or Amnesty applications. Secondary source material was only used for corroborative purposes.

reference_no	file reference number allocated to the document
protocol_type	a code to indicate whether the document was an HRV statement or amnesty application; because several different versions of the HRV statement were used, the code also identified the version
deponent	the identifier of the person who made the statement or submitted the amnesty application; this had a foreign-key constraint to person_seq in the PERSONS table
place	the town where the statement was made or amnesty application lodged
office	code of the TRC office responsible for the document
status	the status field was used to track where in the Information Flow the document was, Registered, Processed, Corroborated, or Finding
date_taken	the date the statement was taken, or amnesty application made
interviewer	the identifier of the staff member who took the statement or application
date_registered	date of registration
registrar	the identifier of the staff member who registered the document
date_processed	date the document was processed
processor	the identifier of the staff member who processed the document
date_corroborated	date the document was corroborated
corroborated (by)	the identifier of the staff member who corroborated the document
date_finding	date the document completed the findings process
commissioner	the identifier of the commissioner who made the finding

The dates and person identifiers above held valuable details of the progress of the document through the information flow. They were particularly useful for monitoring blockages in the system, finding the location of backlogs and monitoring the performance of individual staff members in terms of speed and accuracy. These fields were not normalized for ease of programming and data-base performance. Strictly speaking, a SOURCE\_HISTORY entity should have been used.



**ACTS**

The ACT entity was at the heart of the database. This entity held details of the What and Whom, as well as When, Where, How and Why. It has a many-to-one relation to SOURCES (one document can describe many violations) as well as to PERSONS (one person can be violated many times).

reference_no	file reference of the source document
act_seq	sequence number of the violation as narrated in the document
victim	identifier of the victim
violation_desc	narrative description of the violation
violation_type	code used to categorize the nature of the violation. In practice, the TRC conflated the category of the violation as defined in terms of the legislation with the modus operandi of the violation, so the codes were of the form KILLING/SHOOTING or TORTURE/ELECTRIC; in retrospect, we should have had two fields, one for the legislative category and one for the mode of the violence. The approach used was the result of a lack of clarity regarding the coding frame at the start of the process. (See Appendix 2 for the coding frame)
outcome	narrative description of the outcome of the violation
outcome_type	code used to categorize the outcome of the violation. Unfortunately, due to time pressures, this was not used systematically, but it does have enormous analytic capacity for assessing the human cost of gross violations of human rights
place	town where the violation took place
location_desc	narrative description of the location of the violation (in a police cell, for example, or at the training camp, at the chief's kraal)
location_type	like the outcome_type, this was not used systematically, but had it been used, it could have contributed to the recommendations chapter of the Final Report
day	the day of the month of the violation; the date of the violation was split into its three components - day, month and year - because on many occasions, only partial date details were given in the documents
month	the month of the year of the violation
year	the year in which the violation occurred
victim_org	the code of the organization to which the victim belonged. This was selected from a lookup table to ensure uniformity of spelling, etc.
circumstances	narrative description of the political circumstances prevailing at the time.

The ACT entity had a several other attributes for administrative purposes, including a “veracity” indicator. This was subsequently used to record the commissioners’ finding on whether the violation constituted a gross violation of human rights, or whether amnesty was granted in respect of the offence.

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### PERPETRATORS

The PERPETRATOR entity holds details of the individuals who carried out the violation. It has a many-to-one relation to the violation, because many perpetrators can carry out one violation.

reference_no	file reference of the source document
act_seq	sequence number of the violation as narrated in the document
perpetrator	identifier of the person who carried out the violation
perp_org	the code of the organization to which the perpetrator allegedly belonged. This was selected from the same lookup table as the list of victim organizations
weapon	narrative description of the weapon used
characteristics	identifying characteristics of the perpetrator

The perpetrator entity proved to be very useful for analytic purposes, especially with respect to the alleged organizational allegiance of the perpetrator. However, in most cases, the rest of the information was too sparse to be of much value for investigative purposes. In most cases deponents remembered little of substance other than the name of the organization involved; the other attributes, such as vehicle\_used, or place\_last\_seen, were rarely used.

### WITNESSES

The WITNESS entity holds details of the individuals who witnessed the violation. It has a many-to-one relation to the violation, because many individuals can witness one violation.

reference_no	file reference of the source document
act_seq	sequence number of the violation as narrated in the document
witness	identifier of the person who witnessed the violation

The WITNESS entity proved less useful than was anticipated at the start. It was intended help the investigators follow up the details of the case, but in most cases, the deponents themselves were the best witnesses.

**EVENTS**

The EVENT entity was used to group violations from a variety of documents into conceptually meaningful events. For example, this entity was used to group all violations pertaining to the Ratanda bus massacre in one event. The event was a recursive entity, so small events could be grouped together into larger events.

event_id	sequential number to uniquely identify events
title	the title of the event
start_date	the date when the event started
end_date	the date when the event ended
notes	notes about the event
parent_event	identifier of the larger event, of which this is a part
owner	identifier of the person who created the event

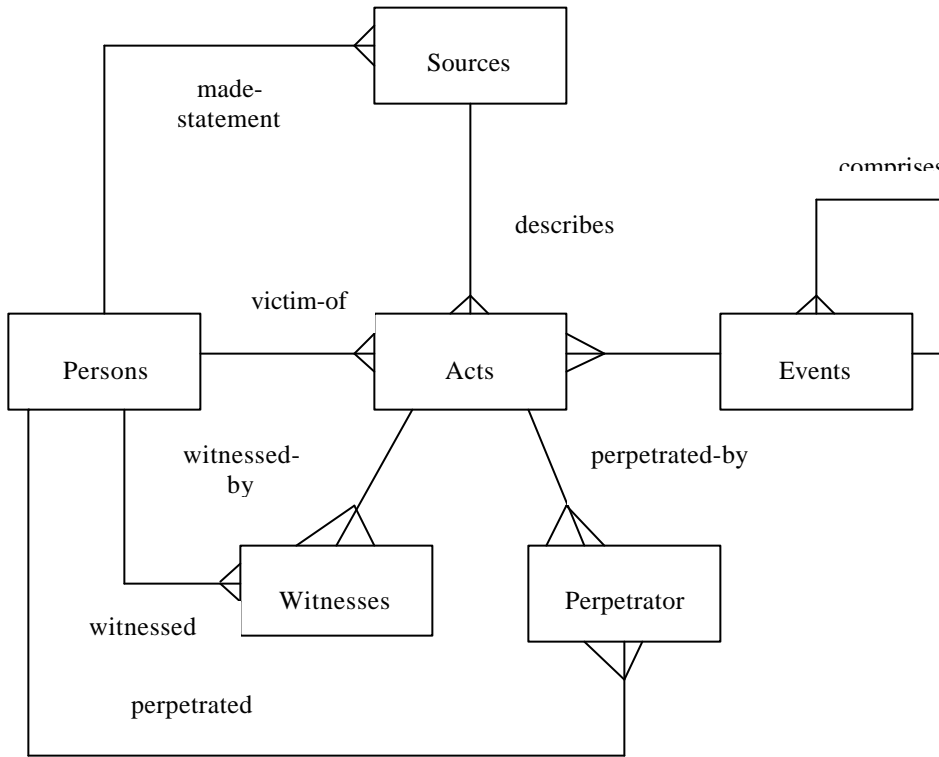
The EVENT entity had great potential, but was not used to its full capacity by the researchers who were expected to be the major users of this entity. Due to other pressures, they were unable to devote enough time to learn how to make it useful for their needs. Ultimately, it proved useful to the investigators preparing for hearings who used it to extract violations, which they then loaded into a tool, which drew diagrams of links between thousands of incidents, perpetrators and victims in a matter of seconds. The Event entity was also later used by the Amnesty Committee to plan hearings by grouping violations from various amnesty applications together.

Despite the relatively few entities in the data model, it was complex enough to model all the real world events that were brought before the commission. For example, the same person could be a victim at different times and in different places. A person could be a deponent telling about the death of a relative, and simultaneously be a victim in his or her own right. A person may be the victim of torture, and then perpetrate a gross violation of human rights in retaliation at a later date.

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These entities were related as shown in Figure 4.

Figure 4. Entity relationship diagram

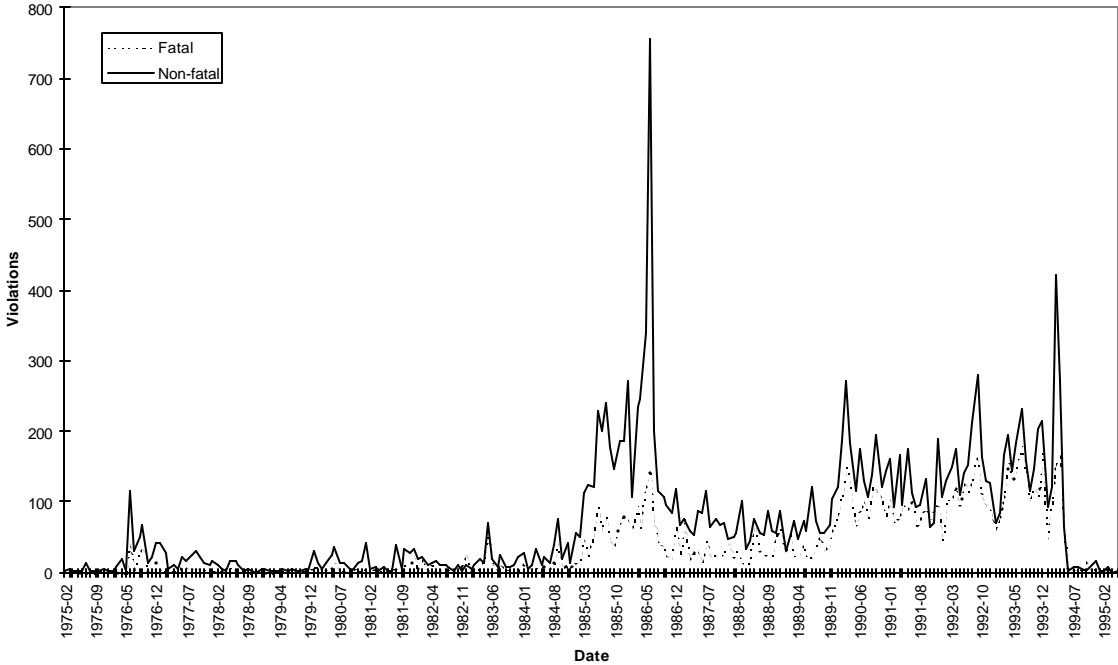


To keep the database design as straightforward as possible and to minimize the time spent on the design and build phase, no history of changes to entities was maintained. Instead, the same record was updated as new information became available or errors identified.

Given more time, it would have been of great benefit to design a database capable of holding various versions of the violation, for example, to keep the original version as told by the deponent separate from the corroborated, or “the finding” version. With such a capability, researchers could have investigated the nature of oral testimony as compared to the “official” version of history. Also, operational managers could have seen where errors were corrected and why, or if needed, to revert to an earlier version.

### Examples of Analytical Results

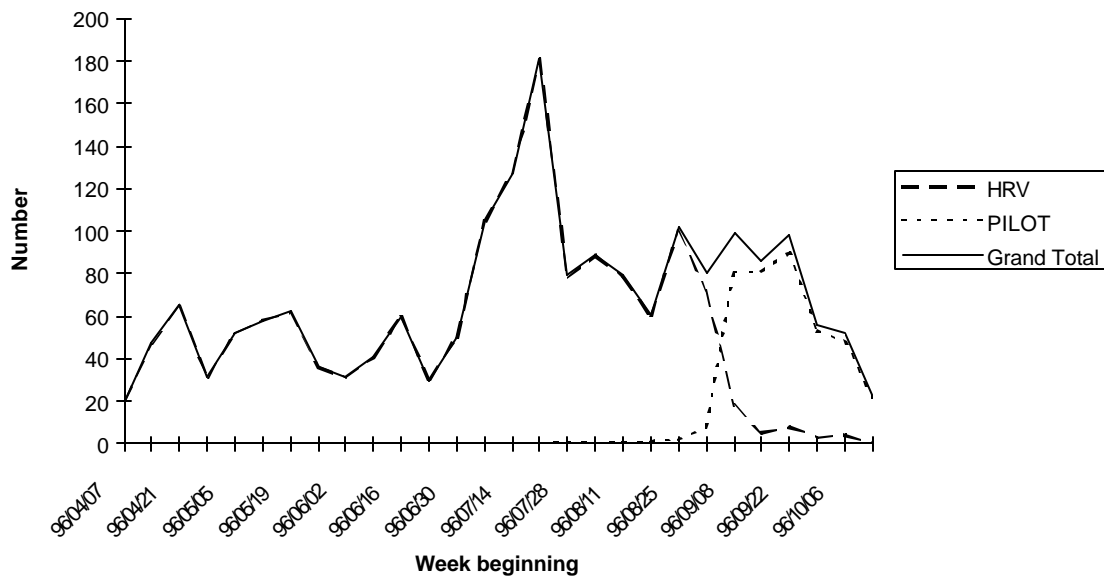
It took several months before results were obtained from the database. This delay caused a great deal of anxiety on the part of the commissioners, until six months later when the first graphs of the results were produced. The following graph which compares the number of fatal to non-fatal violations reported to the commission over the mandate period is one of the first to be produced.



Other analyses were done on the ages of victims, their gender, their political affiliation, and by the type of abuse suffered. For example, graphs were drawn of the different age cohorts of deponents for each gender, which showed that the perception of statement-takers that most deponents were middle-aged women was true.

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Besides its analytic value, the database was used to monitor processes in the information flow. For example, the graph below shows the progress of implementation of a pilot HRV statement in an office.



This type of analysis informed research work, as well as policy formulation for the Rehabilitation and Reparation Committee and strategic planning of the commission's work. The results contributed substantially to the final report of the commission, underpinning the narrative text in a way that dramatically highlighted the scale and extent of the violence of the past.

**Appendix 1**

**The TRC Gross Violations of Human Rights Statement**

*Note: Throughout this appendix, we have reduced the spacing between lines and removed blank space for entries to reduce space and make it easier for the reader to determine the structure. Where blank spaces for entries, their presence is indicated by entry lines (“.....”) of varying length.*



**STATEMENT**  
concerning  
**GROSS VIOLATIONS OF HUMAN RIGHTS**

The aim of this STATEMENT is to gather as much information as possible about the gross violations of human rights suffered as a result of the political conflict in South Africa. According to the legislation, gross human rights violations are:

*Killing, torture, severe ill-treatment, abduction and disappearance  
or  
Any attempt, conspiracy, incitement, instigation, command or procurement to commit a  
gross human rights violation, defined by parliament as killing, torture, severe ill-treatment, ab-  
ductions and disappearances,  
that occurred in a political context  
between 1 March 1960 and 10 May 1994.*

**Truth and Reconciliation Commission (TRC)**

The aims of the Truth and Reconciliation Commission are:

- to give as complete a picture as possible of the gross human rights violations resulting from the conflicts of the past;
- to restore human and civil dignity to those who experienced violations by letting them tell their stories and recommending how they can be assisted; and
- to consider granting amnesty to perpetrators who carried out the abuses for political reasons, and who give full details of their actions to the Commission.

**If you have experienced or have knowledge of *Gross Violations of Human Rights* committed between 1 March 1960 and 10 May 1994, please complete this statement. Thank you for sharing your painful experience with the Truth Commission. Your contribution will help our country come to terms with the past.**

**Should you run out of space when answering the questions, please use the additional pages at the back (page 23 and 24).**

**NOTE:**

- You are entitled to legal representation at your own cost, both while completing this statement and/or when testifying in a possible public Human Rights Violation hearing. You can apply for legal aid if needed. Please contact the office.
- If you make a false statement willingly and knowingly you could be prosecuted.
- If you complete this statement by yourself, please post (or hand deliver) to any of the following Truth and Reconciliation Commission offices listed below.
- Please attach additional documents (for example, copy of ID, press clippings, doctors reports, etc.).
- Please put your initials (sign) on every page of your statement at the bottom of each page.
- By submitting this statement to the Truth and Reconciliation Commission, your name may appear in the final report of the Commission; perpetrators may be informed of any allegations you make; and your medical, legal and other records may be made available to the Commission.

<b>JOHANNESBURG</b> Gauteng, Mpumalanga, Northern and North West Province	<b>CAPE TOWN</b> Western Cape and Northern Cape	<b>EAST LONDON</b> Eastern Cape Province	<b>DURBAN</b> KwaZulu/Natal and Free State Provinces
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### Declaration

I, ..... solemnly declare that the information I am about to give the Truth and Reconciliation Commission, is to the best of my knowledge, true and correct and I consider the contents of this statement binding on my conscience.

\_\_\_\_\_  
*Signature / Finger Print / Mark*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Witness signature*

If you are called to a public hearing, will you be prepared to appear?      YES    NO  
[circle]

**IMPORTANT:**

- Some women testify about violations of human rights that happened to family members or friends, but they also have suffered abuses. Don't forget to tell us what happened to you yourself if you were the victim of a gross human rights abuse.

**DETAILS OF THE PERSON *HELPING* TO FILL IN THE STATEMENT**

<p>Please fill in this section if somebody is <b>HELPING</b> you to make the statement.</p> <p>Full name of person helping: .....</p> <p>Relationship to person giving statement (<i>for example, neighbour, friend</i>):.....</p> <p>Address:.....</p> <p>.....</p> <p>Signature of helper: .....      Date: .....</p>
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## 1. DETAILS OF PERSON MAKING STATEMENT

### PERSONAL INFORMATION

Surname: ..... Title: .....  
(for example, Mr., Ms., Dr., Prof.)

First Names: .....

Other names: .....  
(for example, clan names, code names, pseudonyms, nicknames, aliases)

Type of ID document: ..... ID or Passport number: .....  
(For example, ID Book, passport, birth certificate, etc.)

Date of birth: ..... Sex: Male Female [circle]

Citizenship: ..... Race as per Apartheid legislation: .....

Occupation: ..... Are you currently employed? Yes No [circle]

Home Language: .....

### CONTACT ADDRESS

Where does your post go to?

Block / Street and number: ..... P.O. Box: .....  
Section/Extension: ..... Suburb and City: .....  
Township/Suburb/City: ..... Postal Code: .....  
Postal Code: ..... Province: ..... Province: .....

Home Telephone No.: ..... Work Telephone No.: .....

What is the best and easiest way the TRC can contact **you** in future?

(Could be the same address as above or could be a friend or relative with whom there is regular contact)

Name of Contact person: (if relevant) .....

Contact address: .....

Contact telephone: ( ) .....  
[area code]

### 2. WHOSE STORY ARE YOU GOING TO TELL THE COMMISSION?

Are you going to tell the Commission about what happened to **you**? YES NO  
[circle]

[AND / OR] [circle]

Are you going to tell the Commission about what happened to **someone else**? YES

NO  
[circle]

(for example, your son, daughter, grandchild, mother, father, aunt, friend, etc.)

## 3. BRIEF DESCRIPTION OF THE VIOLATION OF HUMAN RIGHTS

Please briefly describe what happened to you or the person you are telling us about. Please tell us:

What happened? Who got hurt, killed or kidnapped? When did it happen? Where did it happen? Who did it?

.....

#### 4. VICTIM DETAILS

Please list **ALL** the victims you have mentioned and give details as far as you know:

Full names of person violated (i.e. victim)	Sex and age at time of violation	Race as per Apartheid classification	Relationship of person making the statement to the victim	Occupation at time of violation	Organisational involvement (give dates and position) <i>(for example, Community Council, SAP, ANC MK, APLA., SADF, trade unions, women or youth organisation, civics, religious group)</i>
<i>for example Jackie Jones</i>	<i>female; 21 yrs</i>	<i>White</i>	<i>myself</i>	<i>student</i>	<i>UDF supporter (1983-85) Church deacon</i>
<i>for example Sam Majola</i>	<i>male; 34 yrs</i>	<i>African</i>	<i>my son</i>	<i>taxi driver</i>	<i>COSAS branch chairperson (1987) MK member (since 1985)</i>

#### 5. POLITICAL CONTEXT

Please describe the political situation in the community at the time of each incident.

.....  
*(for example, there was a mass funeral in the community that day; stay-away; boycott; march; mutiny in the camp; political rally; etc.)*

#### 6. PLEASE PROVIDE SPECIFIC DETAIL NEEDED BY THE TRUTH AND RECONCILIATION COMMISSION

This section of the statement is to provide all the relevant information needed by the TRC concerning the specific gross human rights violations.

Please mark the boxes below, and then turn to the appropriate section and answer the questions afterwards as far as you can.

The questions below are arranged according to the different types of gross human rights violations as defined by Parliament. You are requested to:

- please indicate which categories are relevant to your experience by marking a cross (X) in the appropriate box. If you have experienced more than one type or category of violation please indicate this by putting a cross (X) in the appropriate boxes.
- If your experience does not fit exactly into any one of the types/categories of violations listed below, please use the ADDITIONAL PAGES at the end of this form to write down your story.

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Mark with an X

<b>Killing</b> The person died as a result of a violation(s) (for example, shot by police at a political funeral, died as a result of torture in detention).	<input type="checkbox"/>
<b>Serious Injury or Severe Ill-Treatment</b> The person does not die. Examples include bombings, shootings, stabbings, burnings, sexual abuse, attempted killings. These may have occurred in demonstrations, political conflict between groups, armed combat, etc.	<input type="checkbox"/>
<b>Torture</b> Systematic and intentional abuse with a particular purpose, for example, to get information, intimidation, or punishment. This happens in captivity or custody by the state or other groups. The person, however, survived the ordeal.	<input type="checkbox"/>
<b>Abduction or Disappearance</b> There is evidence that someone was taken away forcibly and illegally, or the person vanished mysteriously and was never seen again.	<input type="checkbox"/>

<i>The person died as a result of a violation(s) (for example, shot by police at a political funeral, died as a result of torture in detention, was killed in armed confrontation with MK soldiers).</i>	K I L L I N G
--	---------------

**EVENT**

Name of Victim. ....

When was the person killed? (date and time): .....

Where was the person killed? (exact location, including street, name of building, area, town):  
.....

*(for example, in front of the house in Akker St.; at the taxi rank in Extension 4)*

Please describe how the person was killed. Include details of what weapon was used to kill the person:  
.....

Why was the person killed? .....

Was there a post-mortem or inquest? If yes, what was the outcome?

*(for example, did a doctor examine the body to find out the cause of death? Did you find out how the person was killed? Did you go to court to find out what happened? Was anybody found responsible for the death?)*  
.....

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### PERPETRATORS

Can you identify the perpetrators in any way? Give names, rank and title, and physical description.

.....

*(for example, Mr. Siyanda, member of people's court; four men in balaclavas; a big man with a scar called Kallie)*

How do you know who they were? .....

*(for example. I saw them; my neighbor told me; there was a court case)*

What organization do you think they belong to or support? .....

*(for example. SAP, UDF, witdoeke, PAC, comrades, SADF, Riot Squad, Town Council, Inkatha, ANC)*

Can you specify who did what? Who was in charge? Who gave orders? Who was with them?

.....

*(for example, Mr. Siyanda ordered the killing, Vusi poured the petrol and Toto lit the match)*

Where and when did you last see the perpetrator(s)? .....

Would you like to meet the perpetrator(s)? .....

### WITNESSES

Is there anyone else who knows what happened to you or the alleged victim either **before, during** or **after** the killing? If yes; please answer the following questions as fully as possible.

Name of Witness	Contact address and telephone number of witness	What did this person see or hear?
<i>for example, Mrs Moodley my neighbour</i>	<i>13 Esau St, Lenasia tel (011) 123456</i>	<i>She saw the shooting of my son and told me about it.</i>

### ADDITIONAL INFORMATION

.....

*The violation did not result in death. These may have occurred in demonstrations, political conflict between groups, armed combat etc. Examples of severe ill-treatment include shootings, stabbings, beatings, sexual abuse, burnings.*

**SERIOUS INJURY OR SEVERE ILL-TREATMENT**

**EVENT**

Name of victim .....  
 When did the violation occur? (date and time) .....  
 Where did the violation occur? (exact location, including street, name of building, area, town):  
 .....  
*(for example, in front of the house in Akker St.; at the taxi rank in Extension 4)*  
 Please describe in detail what was done to you and/or the person you are talking about?  
 .....  
 Were you or the victim sexually assaulted? Please give details: .....  
 Was there a court case? If yes, what was the outcome? .....

**PERPETRATORS**

Can you identify the perpetrators in any way? Give names, rank and title, or physical description.  
 .....  
*(for example, Kitskonstable Jacobs; Mrs Daba and a group of comrades; four men in balaclavas)*  
 How do you know who they were? .....  
*(for example. I saw them; my neighbor told me, there was a court case)*  
 What organization do you think they belong to or support? .....  
*(for example. SAP, UDF, witdoeke, PAC, comrades, SADF, Riot Squad, Town Council, Inkatha, ANC)*  
 Can you specify who did what? Who was in charge? Who gave orders? Who was with them?  
 .....  
*(for example. Capt Coetzee ordered the shooting; Constable Denga shot me in the stomach)*  
 Where and when did you last see the perpetrator(s)? .....  
 Would you like to meet the perpetrator(s)? .....

**WITNESSES**

Is there anyone else who knows what happened to you or the alleged victim either **before, during** or **after** the incident?  
*If yes; please answer the following questions as fully as possible.*

Name of Witness	Contact address and telephone number of witness	What did this person see or hear?
<i>(for example) Joe Mini</i>	<i>1409 KwaMashu, Durban tel (031) 123456</i>	<i>He found me being beaten by Vusi and his friends</i>

**ADDITIONAL INFORMATION**

.....

<p><i>Systematic and intentional abuse with a particular purpose, for example, to get information, intimidation, or punishment. This happened in captivity or custody by the state or other groups. The person, however, survived the ordeal.</i></p>	<p><b>T O R T U R E</b></p>
---	-----------------------------

**EVENT**

Name of victim. ....  
 When were you and/or the victim tortured? (dates, times, length of time) .....  
 Where did the torture occur? (exact location, including street, name of building, area, town) .....  
 .....  
*(for example, Loubscher's office at the police station; in the detention centre near the camp)*  
 Please describe in detail what was done to you or the person you talking about. In other words, describe the torture: .....  
 Were you sexually assaulted? Please give details: .....  
 Why were you or the person you are talking about tortured? .....  
*(for example, to sign a statement, to become a state witness, punishment)*  
 Describe the conditions of the captivity .....

**PERPETRATORS**

Can you identify the perpetrators in any way? Give names, rank and title, or physical description .....  
*(for example, Kitskonstable Jacobs; Mrs Daba and a group of comrades; four men in balaclavas)*  
 What organization do you think they belong to or support? .....  
*(for example. SAP, Security police, Mbokodo , ANC, SADF, Town Council, Inkatha, Transkei police)*  
 Can you specify who did what? Who was in charge? Who was with them?  
*(Capt Piet was in charge of my interrogation; Botha applied electric shocks; Commander 'Zizi' suspended me upside down )*  
 Where and when did you last see the perpetrator(s)? .....  
 Would you like to meet the perpetrator(s)? .....

**ADDITIONAL INFORMATION**

Describe any visits by doctors or District Surgeons. Give names and details: .....  
 Describe any visits with a magistrate. Give names and details: .....  
 Did you see a lawyer? Was there a court case? Was the torture experience described in court? What was the outcome of the case? .....  
 Is there anything else you wish to tell the Commission about this experience of torture?  
 .....



**WITNESSES**

Is there anyone else who knows what happened to you or the alleged victim either **before, during** or **after** the incident? .....

*If yes*; please answer the following questions as fully as possible.

Name of Witness	Contact address and telephone number of witness	What did this person see or hear?
<i>(for example) Mrs Khumalo</i>	<i>14 Grange Str, Meadowlands tel (011) 123456</i>	<i>She was in the police cell with me and saw my wounds</i>
<i>(for example) District Surgeon can't remember name</i>	<i>Pretoria Central Prison</i>	<i>He saw my injuries and refused treatment</i>

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<i>Someone is taken away forcibly and illegally, or disappears and is never seen again.</i>	<b>ABDUCTION OR DISAPPEARANCE</b>
---	---

**EVENT**

Name of victim .....

When did the abduction/disappearance take place? (date and time) .....

Where did it happen? (exact location, including street, name of building, area, town)  
 :.....  
*(for example, from his house at 1711 Loerie St.; from the taxi rank in extension 5)*

Please describe how it happened. ....

Where was the person taken to? (street, building, town) .....

Why did it happen .....

What was the outcome? Did the person come back? .....

*(for example, They let me go after two weeks; my son's body was found the next day)*

**PERPETRATORS**

Can you identify the perpetrators in any way? Give names, rank and title, or physical description.  
 .....  
*(for example, Mr Siyanda member of people's court; Chief Ndlela , leader of Mbokodo; four men in balaclavas)*

How do you know who they were? .....

*(for example. I saw them; my neighbor told me, there was a court case)*

What organization do you think they belong to or support? .....

*(for example. Security police, vigilantes, comrades, Mbokodo, Town Council, Inkatha, ANC, SADF)*

Where and when did you last see the perpetrator(s)? .....

Would you like to meet the perpetrator(s)? .....

**WITNESSES**

Are there any witnesses to the violation either **before, during** or **after** the incident?

.....

*If yes; please answer the following questions as fully as possible.*

Name of Witness	Contact address and telephone number of witness	What did this person see or hear?
<i>(for example) Mr Mpokeli</i>	<i>629 Site C, Khayelitsha</i>	<i>He saw my son being dragged into a taxi by five men in balaclavas.</i>

## 7. EXPECTATIONS

An important part of the Truth and Reconciliation Commission’s proposals to the President will be about symbolic acts which will help us remember the past, honour the dead, acknowledge the victims and their families and further the cause of reconciliation.

Please give us your opinion on what should be done:

- 7.1 For individuals: .....  
*(for example, medals, certificates, street names, memorials, grave stones, etc.)*
- 7.2 For the Community: .....  
*(for example, a peace park, build a school, special ceremony, annual religious service, etc.)*
- 7.3 For the Nation: .....  
*(for example, a monument, national day of remembrance, etc.)*

## 8. CONSEQUENCES OF THE EXPERIENCE

The following questions are specific to the victim who experienced the violation.

- 8.1 If the violation(s) caused permanent physical injury, please describe the injury:  
.....
- 8.2 What treatment did the victim get for the injury? Do you still need medical treatment?.....
- 8.3 Please describe the present physical health of the victim: .....
- 8.4 If the person cannot look after themselves, please explain how they live with the situation:  
.....
- 8.5 Did the violation cause emotional and psychological suffering or pain? .....
- 8.6 Please explain how the victim coped with the suffering: .....  
*(for example, did somebody help you deal with the pain of the event? Did you see a therapist or your priest, or a traditional healer?)*
- 8.7 Did the violation affect relationships with friends, family, partner or children?  
.....  
*(for example, I have lost contact with them; my marriage broke down; we do not talk together like we used to, etc.)*
- 8.8 Has the person’s behaviour changed since the violation? .....  
*(for example, he is depressed all the time; she feels like dying; I am always angry; I hate going near that place; etc.)*
- 8.9 How did the violation affect the health, education, accommodation, and finances of the victim’s family?  
.....
- 8.91 Health .....  
*(for example, since the death of my daughter, we have been suffering from depression.)*
- 8.92 Education .....  
*(for example, since my husband died, my son had to leave school to earn money.)*
- 8.93 Accommodation: .....  
*(for example, since my son died, we are living in this shack.)*
- 8.94 Finances .....  
*(for example, before I was shot, I was working, but now I am not working and can’t feed the children.)*

**9. DOCUMENTATION DETAILS**

Have you already made one or more statements about this incident? **YES NO** [circle]

If yes, please specify:

<b>To WHOM statement was made?</b> <i>(for example, Foundation for Equality before the Law)</i>	<b>WHEN?</b> <i>(for example 1993)</i>	<b>CONTACT details / person</b> <i>(for example, Adv. Strydom tel. (***) - *** ***)</i>

Do you have any documents that will help the Commission understand the situation and experience you have described? **YES NO** [circle]

*(for example, Doctor's Certificate, Membership card, Diary, Newspaper clippings, Legal Documents, Post-Mortem report, Hospital records, Police records, Court records, Inquest reports etc).*

<b>Type of Document</b>	<b>Where is this document at the moment?</b>
<i>(for example) Inquest report</i>	<i>with the lawyer Smith, Jones and Associates</i>
<i>(for example) Death certificate</i>	<i>at home</i>

What legal action did you or the victim take? Please give dates and the name of the lawyers, magistrates and judges if you can. ....

*(for example, was there a court case about the violation? Did you sue the perpetrators for damages? Did you lay charges against the perpetrators?)*

What was the result? .....

**ADDITIONAL PAGE**

Please mark clearly which question or paragraph you are answering on this page.

.....

**CHECK LIST FOR THE PERSON FILLING IN THIS STATEMENT**

This page is to help check that the statement has been completed as fully as possible.

<b>CHECK LIST</b>	<b>yes / no</b>	<b>Other comments</b>
Were all the questions either asked or considered?		
Is the DECLARATION on page 3 above signed?		
Is the RELEASE FORM on page 23 signed?		
Are all the relevant pages (including the additional pages used) initialed?		
Are all the relevant documents attached to the last page of this statement?		

<i><b>FOR OFFICIAL USE ONLY</b></i>
<i><b>To be completed by ALL Statement Takers (including Designated Statement Takers - DST)</b></i>
<b>Full Name of Statement Taker</b> _____ <b>Signature of Statement Taker</b> _____ <b>Date of Interview</b> ____/____/_____ <i>( day / month / year )</i> <b>Place and Town of Interview</b> _____ <b>Language of Interview</b> _____ Are you a <b>TRC</b> statement taker or a <b>DST</b> ? <i>[circle]</i> <b>TRC Office:</b> Johannesburg / Cape Town / East London / Durban <i>[circle where appropriate]</i>

**COMMENTS / OBSERVATIONS OF THE STATEMENT TAKER.**

.....



**RELEASE FORM:  
Medico-Legal Records**

I, .....

*(name of person giving permission)*

hereby grant permission for the Investigative Unit of the Truth and Reconciliation Commission to obtain copies of all

medico-legal records of

..... who is

*(name of victim)*

.....,  
*(relationship to victim, for example, myself, my son, my daughter)*

for the purposes of ongoing investigation being conducted by the Truth and Reconciliation Commission.

Yours faithfully,

Signature: .....Date: .....

## Appendix 2

### Coding frame for gross violations of human rights

#### Introduction

The task of the TRC is to identify those people who suffered gross violations of human rights, which are defined as follows: Killing, Abduction, Torture and Severe Ill-treatment. In addition to these four, there is a fifth category which is not a gross violation of human rights, but is important for understanding the context, called an Associated Violation.

Each of the five categories has several sub-headings, which explain how the violation took place (a person can be killed in different sorts of ways, so we need to identify how they were killed). By breaking the categories into sub-headings, we can then do meaningful counting for the final report.

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### The HRV categories

When coding, the first step is to decide under which HRV category does the violation fall. The table below shows the categories with their definitions (the words in **bold** should be used in the description of the act when they are applicable).

HRV Category	Code	Definition
Killing	KILLING	<p>A killing is when a person dies, in one of three ways:</p> <p><b>Assassination</b> - killing of a <i>targeted person</i> by a person or group who <i>developed a secret plan or plot</i> to achieve this. Person is targeted because of political position.</p> <p><b>Execution</b> - capital punishment (death sentence) imposed and carried out by a legal or authorised body such as a court of law or tribunal. Victim is aware of death sentence. Perpetrators are the state, homeland governments, or security structures of political movements.</p> <p><b>Killing</b> - all other deaths, including a killing by a crowd of people.</p>
Torture	TORTURE	<p>Torture happens in <i>captivity</i> or in <i>custody</i> of any kind, formal or informal (for example, prisons, police cells, detention camps, private houses, containers, or anywhere while tied up or bound to something).</p> <p>Torture is usually to get information, or to force the person to do something (for example, admit to a crime, or sign a statement), but it is also for punishment, degradation, and systematic breakdown of an individual.</p> <p>It includes mental or psychological torture (for example, witnessing torture, or telling the person that their family is dead).</p>
Severe ill-treatment	SEVERE	<p>Severe ill-treatment covers attempted killing and all forms of inflicted suffering which caused <i>extreme</i> bodily and/or mental harm.</p> <p>It tends to take place outside of custody (for example, injury by a car bomb, or beaten up at a rally), but a person could be subjected to severe ill-treatment in custody too (for example, a once-off severe beating, or teargas in the cell).</p>
Abduction	ABDUCTION	<p>Abduction is when a person is forcibly and illegally taken away (for example, kidnapping). It does NOT mean detention or arrest. It is not a gross violation of human rights to be arrested (see Associated violations).</p> <p>If the person is never found again, it is a disappearance.</p>
Associated violation	ASSOCIATED	<p>These are not gross violations of human rights, but are important for understanding the context of the violation (for example, detention, harassment, framing, violating a corpse after death).</p>



**The violation types**

The next step is to decide how the violation took place (for example, was it a beating, or electric shock, and so on). The tables below show the HRV categories and the types of violations within each.

<b>KILLING</b>	<b>Code</b>	<b>Definition</b>
Beaten to death	BEATING	Person is beaten to death by being <b>hit, kicked, punched</b> . State which part of body assaulted if known e.g., <b>feet, face, head, genitals, breasts</b> .  If an object was used in the beating, specify the object, e.g., <b>sjambok, baton, gun, rifle, stick, rope, whip, plank, beat against wall</b> .
Burnt to death	BURNING	Victim is killed in a fire or burnt to death using <b>petrol, chemical, fire, scalding, arson</b> , but does NOT include Necklacing or Petrol Bomb (these are separate codes).
Killed by poison, drugs or chemicals	CHEMICALS	Killed by <b>poison, drugs</b> , or <b>household substance</b> , such as bleach or drain cleaner.
Killed by drowning	DROWNING	The person is drowned in a <b>river, swimming pool</b> , or even in a <b>bucket</b> of water.
Killed by electrocution	ELECTRIC	Killed by an electric shock.
Killing by death sentence	EXECUTE	<b>Hanged</b> or <b>shot</b> as decided by a formal body (court or tribunal) such as the state, homeland state, or political party.  It is the consequence of a death sentence.
Killed in an explosion	EXPLOSION	Killed by any manufactured explosive or bomb, but NOT petrol bomb (see below).  Explosives include <b>dynamite, land-mine, limpet mine, car bomb, hand-grenade, plastic explosives, detonator, booby trap, letter bomb, parcel bomb, special device</b> ( e.g., walkman).
Killed by exposure	EXPOSURE	Person dies after being subjected to extremes such as <b>heat, cold, weather, exercise, forced labour</b> .
Necklacing	NECKLACING	Burnt with <b>petrol</b> and <b>tire</b> . Necklacing is coded separately from Burning, because it featured heavily in the past, so it is useful to distinguish between burning with petrol and a tire and burning in a house, for example.
Other type of killing	OTHER	All other methods of killing including <b>buried alive, strangling, tear-gas, decapitation, disembowelment</b> . Make sure that it is clear in the description of the act exactly how they died.
Petrol bomb	PETROLBOMB	Killed by a burning bottle of petrol. Petrol bombing falls in between burning and bombing, so, like necklacing, it is useful to code it separately. Also called <b>molotov cocktail</b> .
Shot dead	SHOOTING	Person is shot and killed by <b>live bullet, gunshot, birdshot, buckshot, pellets, rubber bullet</b> .

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Stabbed to death	STABBING	Killed with a sharp object, such as a <b>knife, panga, axe, scissors, spear</b> (including assegai).
Suspicious suicide or accident	STAGED	Person dies in a <b>suspicious suicide</b> or <b>fatal accident</b> .  This should only be used if it is not clear whether it really was an accident or not, otherwise use the appropriate category and explain in the description that there was a cover-up.  Examples are: <b>slipped on soap, jumped out of window, fell down stairs, hanged himself, car accident, booby trapped hand-grenades or explosives, shot himself</b> .
Stoned to death	STONING	Person is killed with <b>bricks, stones</b> or other <b>missile</b> thrown at them.
Tortured to death	TORTURE	Person is tortured to death.
Unknown cause of death	UNKNOWN	Person is dead, but there is no further information.
Killing involving a vehicle	VEHICLE	<b>Dragged behind, thrown out, driven over, put in boot</b> , but NOT car bomb (see Bombing). Specify what type of vehicle was involved (for example, <b>car, train, truck, van, bakkie, hippo, casspir</b> ).

TORTURE	Code	Definition
Torture by beating	BEATING	Person is tortured by being beaten severely or for a long time (for example, <b>hit, kick, punch</b> ). State which part of body was assaulted e.g., <b>feet, face, head, genitals, breasts</b> .  If an object was used in the beating, specify the object, e.g., <b>sjambok, baton, gun, rifle, stick, rope, whip, plank, beat against wall</b> .  Specify if victim is <b>pregnant</b> or <b>miscarried</b>
Torture by burning	BURNING	Person is burnt, with <b>cigarettes</b> , or <b>fire</b> , for example.
Torture with poison, drugs or chemicals	CHEMICALS	Tortured with <b>poison, drugs</b> , or <b>household substance</b> , such as bleach or drain cleaner.
Torture by deprivation	DEPRIVE	Person is tortured by withholding essentials, such as <b>food</b> , or <b>medical attention with serious injury or need</b> (this does NOT refer to a general lack of medical care while in custody. See Associated violations).
Electric shock torture	ELECTRIC	Electric shocks to the body. Specify which body part was shocked (for example, <b>genitals, breasts, fingers, toes, ears</b> , etc.).
Torture by exposure to extremes	EXPOSURE	Person is tortured by subjecting them to extremes such as <b>heat, cold, weather, exercise, labour, noise, darkness, light</b> (including flashing lights, blinding by light), <b>blindfolding, confinement to small space, smells, immobilisation</b> .

Psychological or mental torture	MENTAL	Person is tortured psychologically, mentally or emotionally, for example by <b>simulated execution</b> (includes Russian roulette), <b>solitary confinement</b> , <b>degradation</b> (includes use of excrement, urine, spit), <b>insults</b> , <b>disinformation</b> (for example, telling the person that a loved one is dead), <b>threats</b> , <b>witnessing torture</b> , <b>forced participation in torture</b> , <b>exposure when washing or on toilet</b> , <b>threat of torture</b> .
Torture by bodily mutilation	MUTILATION	Torture involving injuries to the body where parts of the body are partly or wholly cut, severed or broken.  Specify body part, for example, <b>genitals</b> , <b>fingernails</b> , <b>ears</b> , <b>hair</b> , etc.  It includes <b>amputation of body parts</b> , <b>breaking of bones</b> , <b>pulling out nails, hair or teeth</b> , <b>scalping</b> .
Other type of torture	OTHER	All other methods of torture. Make sure that it is clear in the description of the act exactly how the person was tortured. It includes <b>use of animals</b> (specify animal e.g., snake, tortoise, baboon), <b>use of vehicle</b> .
Torture by forced posture	POSTURE	Person is tortured by forcing the body into painful positions, for example, <b>suspension</b> , <b>helicopter</b> , <b>tied up</b> , <b>handcuffed</b> , <b>stretching of body parts</b> , <b>prolonged standing</b> , <b>standing on bricks</b> ,  <b>uncomfortable position</b> (includes squatting, imaginary chair, standing on one leg, pebbles in shoes), <b>forced exercise</b> , <b>forced labour</b> , <b>blindfolding</b> and <b>gagging</b> .
Torture by sexual assault or abuse	SEXUAL	Person is tortured by attacking them using their gender or genitals as a weak point.  This does NOT include electric shock, mutilation or beating (instead, use those categories, and specify genitals as the body part abused).  It includes: <b>slamming genitals or breasts in drawer</b> or other device, <b>suspension of weights on genitals</b> , <b>squeezing genitals or breasts</b> , <b>rape by opposite sex</b> , <b>rape by same sex</b> , <b>gang rape</b> , <b>forced sexual acts</b> ( e.g., <b>oral sex</b> , <b>simulating intercourse</b> ), <b>introduction of objects into vagina or rectum</b> , <b>sexual abuse using animals</b> , <b>threats of rape</b> , <b>touching</b> , <b>nakedness</b> , <b>sexual comments or insults</b> , <b>sexual enticement</b> , <b>deprivation of sanitary facilities for menstruation</b> .
Torture by suffocation	SUFFOCATE	Torture by stopping someone from breathing, for example by <b>bag</b> , <b>towel</b> , <b>tube (wet or dry) over head</b> , <b>drowning (head, whole body submerged)</b> , <b>choke</b> , <b>strangle</b> , <b>stifle</b> , <b>throttle</b> , <b>teargas</b> , <b>bury alive</b> .
Unknown type of torture	UNKNOWN	Person is tortured, but the method is not known.

SEVERE ILL-TREATMENT	Code	Definition
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Severely beaten	BEATING	<p>Person is badly or severely beaten, or beaten for a long period of time. They may be <b>hit, kicked, punched, twisted</b>. State which part of the body was assaulted (e.g., <b>feet, face, head, genitals, breasts</b>).</p> <p>If the person was beaten with an object, specify object (for example, <b>sjambok, baton, gun/rifle, stick, rope, whip, plank, wall</b>).</p> <p>Specify if victim is <b>pregnant</b>.</p>
Injured by burning	BURNING	<p>Person is injured by burning with <b>fire, petrol, chemical, scalding</b>, but NOT Necklacing or Petrol Bomb (these are separate. See below).</p> <p>Specify body part, if localised burning.</p>
Injured by poison, drugs or chemicals	CHEMICALS	<p>Person was poisoned or injured by <b>poison, drugs, household substance</b> (for example, bleach or drain cleaner).</p>
Injured in an explosion	EXPLOSION	<p>Person is injured by a bomb or explosives, but NOT petrol bomb (this is coded separately. See below). Explosives include <b>dynamite, land-mine, limpet mine, car bomb, hand-grenade, plastic explosives, detonator, booby trap, letter bomb, parcel bomb, special device</b> ( e.g., booby-trapped Walkman).</p>
Psychological or mental ill-treatment	MENTAL	<p>Person is severely psychologically, mentally or emotionally ill-treated, for example by <b>simulated execution</b> (includes Russian roulette), <b>degradation</b> (includes use of excrement, urine, spit), <b>death threats, threat of torture</b>.</p>
Bodily mutilation	MUTILATE	<p>Person is injured by having parts of their body mutilated or damaged. Specify body part, for example, <b>genitals, fingernails, ears, hair</b>, etc.</p> <p>It includes <b>amputation of body parts, breaking of bones, pulling out nails, hair or teeth, scalping</b>.</p>
Necklacing	NECKLACING	<p>Person is injured in an attempted necklacing.</p>
Other type of severe ill-treatment	OTHER	<p>All other types of severe ill-treatment. Make sure that it is clear in the description of the act exactly how they were ill-treated. It includes <b>strangling, drowning, spreading of disease</b>.</p>
Sexually assaulted or abused	SEXUAL	<p>All forms of attack on a person using their gender or genitals as a weak point, for example</p> <p><b>rape by opposite sex, rape by same sex, gang rape, forced sexual acts ( e.g., oral sex, simulating intercourse), introduction of objects or substances into vagina or rectum, sexual abuse using animals</b>.</p>
Injured in a shooting	SHOOTING	<p>Person is injured by being shot with <b>live bullets, gunshot, birdshot, buckshot, pellets, rubber bullet</b>. Specify body part injured, if known.</p>
Stabbed or hacked with a sharp object	STABBING	<p>Injured with a sharp object, such as a <b>knife, panga, axe, scissors, spear</b> (including assegai).</p>

Injured in a stoning	STONING	Person is injured with <b>bricks</b> or <b>stones</b> thrown at them.
Teargassed	TEARGAS	Severe injury caused by teargassing in a confined space (for example, teargas in a prison van or packed hall).
Suffocated	SUFFOCATE	Injury or ill-treatment by stopping someone from breathing, for example by <b>drowning (head, whole body submerged), choke, strangle, stifle, throttle, teargas, bury alive.</b>
Unknown type of severe ill-treatment	UNKNOWN	Person was severely ill-treated, but it is not clear how.
Injury involving a vehicle	VEHICLE	Injuries caused by being <b>dragged behind, thrown out, driven over, put in boot</b> of a vehicle. Specify the vehicle (for example, <b>car, train, truck, van, bakkie, hippo, casspir</b> ).

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ABDUCTION	Code	Definition
Illegal and forcible abduction	ABDUCTION	<p>Victim is forcibly and illegally taken away (for example, kidnapping), but the person is found again, returned or released.</p> <p>It does NOT mean detention or arrest. It is not a gross violation of human rights to be arrested (see Associated violations).</p>
Disappearance	DISAPPEAR	<p>Victim is forcibly and illegally taken away and is never seen again.</p> <p>It does NOT include cases where somebody goes into exile and never returns. It must be done by force.</p> <p>This DOES include people have disappeared but it is not clear why they have gone (instead of abduction, they might have just run away or were shot and buried). In this case, a finding will be made and the code will be left as it is, or changed to Killing if the person was killed, or found to be out of the mandate of the TRC.</p>

ASSOCIATED VIOLATIONS	Code	Definition
Beating	BEATING	Person is beaten, but it is not a severe or prolonged beating. It includes <b>once-off mild beating</b> . Specify if <b>in custody</b> or if victim is <b>pregnant</b> or <b>miscarried</b> .
Violation after death	CORPSE	Body of victim was violated after death, for example by <b>improper burial, body mutilated or burnt or blown up, funeral restrictions, funeral disruption, anonymous burial, mass grave</b> .
Deprivation	DEPRIVE	Deprivation of facilities or essentials, for example <b>medical attention, food, water, sanitary facilities, privacy, family visits</b> .
Destruction of property	DESTROY	Includes violations such as <b>arson, destruction, vandalism, theft, forced removal, eviction</b> .
Financial impropriety	FINANCIAL	Person was subjected to <b>bribery, extortion, pay-off, ransom, blackmail, ruin of business</b>
Framing	FRAMING	Person is labeled as an <b>informant, collaborator</b> (impimpi) or <b>criminal, false information</b> is spread about the person, or a <b>smear campaign</b> against the person is started.

Incarceration or imprisonment	INCARCERAT	Includes <b>police custody, detention, house arrest, restrictions, banning, banishment, prison, informal prison</b>
Intimidation or harassment	INTIMIDATE	Victim is intimidated or harassed by <b>dismissal from work, threats, animals killed, visits, telephone calls, surveillance, boycott enforcement, pointing of firearms</b> (NOT in custody), <b>threat of violence</b> .  It does NOT include vandalism or arson. This comes under Destruction of Property.
Other type of associated violation	OTHER	All other types of associated violations, including <b>released into hostile environment, released into unknown place, left for dead, rough ride, detention of family or loved ones</b> .  Give full details in the description of the violation.
Sexual harassment	SEXUAL	Person is sexually harassed.  It includes: <b>threats of rape, touching, nakedness, sexual comments or insults, sexual enticement, deprivation of sanitary facilities for menstruation</b>
Petrol bombing	PETROLBOMB	Severely injured by a burning bottle of petrol. Also called <b>molotov cocktail</b> .
Professional misconduct	PROFESS	Person was subjected to professional misconduct by one of the following:  Health professionals (including <b>doctors, nurses, orderlies, clinicians, district surgeons, psychiatrists, psychologists</b> and others) who neglect or ignore injuries, collaborate in torture, or conceal the cause of death or injuries.  Judiciary ( <b>magistrates, judges</b> etc.) who ignore torture allegations, for example.  <b>Police</b> who neglect the case, ignore or tamper with evidence.  <b>Lawyers</b> who neglect the case, ignore or tamper with evidence, misappropriation of funds or failure to hand over damages.  <b>Businesses</b> who collaborate with perpetrators.
Teargassed	TEARGAS	Victim was teargassed, but NOT while in custody (see Torture).
Theft or stealing	THEFT	Money or possessions were stolen from the victim.

## Appendix 3

### Lessons Learned

By the editors

Entity, Function	Lesson	Recommendation	Issues
Volume and complexity of information	Wide Area Network and development of own database facilitated work.	Don't even think of working without a network. Don't use "standard" human rights software	Scope and nature of networking. Whether to outsource software development, network, or database design
E-mail	Absolutely essential	Incorporate into system	Whether to have a closed system for e-mail, cutting off access to internet services and external e-mail
Network software and hardware	Domain structure of Microsoft NT complicated network management; stability of the servers compromised by shortcomings of OS	Choice of OS calls for intense study	Having individuals with sufficient experience and skills to make good judgements; getting sufficient time and funds to make a considered decision
Security of system	Security and Internet access can be achieved	Free-standing computers connected by dial-up to Internet is simple, reliable, inexpensive way to provide Internet access	Computer-literate users will be frustrated by the lack of outside e-mail connections
Ownership of information system	Contests of ownership and a high profile can be assured.	Have the persons with responsibility for the electronic information systems in a position reporting directly to the CEO	Having supporters of this recommendation in a position to make it happen
Ownership of data and information	Users may not take ownership of data they use until late in process	Get the users involved early in the project	Getting the message across to users
Corroboratio, research, getting findings	If the system serves several purposes with higher political profiles, corroboration, research, getting findings will be delayed	Work to maintain these activities despite distractions	Easy to say, hard to do. Stakeholders in the system are in conflict and highest political priority may take over
Data collection	Free-flowing narrative may be too slow, rigidly structured form may lose context	Balance these two requirements to produce a form appropriate to the job mission, conditions, and resources	Prior to some initial data collection, it may be impossible to make a good compromise



Process development time	Using industry-standard software reduce development time.	Use industry standard software when possible to do so while achieving goals	Evaluation of software in system context
Tracking information through the system to its successive sources	Details of the information flow progress of the documents useful for monitoring blockages in the system, finding the location of backlogs and monitoring the performance of staff members	Use a SOURCE_HISTORY entity, store various versions of the violation	Time to design
Acts of violation	Must be kept to a reasonable number	Reduce to a reasonable number by appropriate method	Finding "appropriate method." At TRC, head processors and researchers could not reach consensus until top management mandated that consensus be achieved in a finite time. This approach may not work in all situations
Reparations	To support a reparations function, the system must record the consequences of violation to the individual and the resulting individual needs	Determine whether a national policy on reparations exists or is likely to be instituted	Getting a clear commitment on reparations from the start
Deponent statements	If a group of statements is analyzed and captured as a group they may be confused	Analyze statements individually and finish each before moving to next. Code statement without evaluating	Discipline

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