

# TALKAM HUMAN RIGHTS DIALOGUE AND CASE MANAGEMENT FORUM



## REPORT ON THE HUMAN RIGHTS DIALOGUE AND CASE MANAGEMENT FORUM 2025

**Theme:** Strengthening Human Rights Case Management and Survivor Protection  
Systems through Collaboration and Innovation

**Date:** November 27, 2025

**Venue:** Reiz Continental Hotel, Abuja, Nigeria

**Time:** 9am-4pm

**Organised by:** Devatop Centre for Africa Development

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# Introduction

Devatop Centre for Africa Development is one of the leading Nigerian NGO advancing human rights protection through technology, advocacy, and community engagement. Its flagship civic-tech product, the TALKAM Human Rights App([www.talkam.app](http://www.talkam.app)), is globally recognized by the United Nations Alliance of Civilizations (UNAOC) for enabling citizens to report abuses, track cases, and access essential services. TALKAM also integrates online human rights courses, a community engagement hub, and digital tools that help raise awareness, build capacity, and promote active civic participation.

Beyond reporting, TALKAM APP functions as a full digital case management system used by over 55 NGOs and government agencies, enabling organizations to receive reported cases, update actions taken, collaborate with partners, and ensure survivors receive timely and coordinated support.

Despite progress in Nigeria's human rights space, systemic barriers such as weak coordination, poor referral mechanisms, inadequate survivor services, and limited funding continue to hinder effective case management. Recognizing this gap, DEVATOP convened the TALKAM Human Rights Dialogue and Case Management Forum, a multi-stakeholder platform designed to strengthen collaboration, advance digital solutions, and generate actionable policy and program recommendations.

The forum was attended by representatives of federal government agencies and law enforcement bodies (Nigerian Police Force, Nigerian Immigration Service, Federal Ministry of Labour, and Federal Ministry of Women Affairs); development partners (Office of the High Commissioner for Human Rights, International IDEA, UN Women, and United Nations Population Fund); diplomatic missions (German Embassy Abuja and the Embassy of the Netherlands); and civil society organizations, including members of Network of CSOs Against Trafficking, Abuse and Labour (NACTAL), the West Africa Coalition Against Trafficking in Persons and Smuggling of Migrants (WACTIPSOM) and other CSOs.

## Outcomes of the Dialogue:

### **1. Strengthened Commitment to Survivor-Centered Human Rights Protection:**

Speakers reaffirmed the urgent need to address barriers survivors face, including poor documentation, weak coordination, limited shelters, and inadequate psychosocial support. They emphasized that TALKAM and other digital systems provide a critical pathway for safe reporting, real-time response, and justice for victims of trafficking, GBV, and related abuses.

### **2. Recognition of Technology as a Core Driver of Human Rights Case Management:**

Across all goodwill messages and presentations, leaders highlighted the TALKAM App as an essential innovation that improves reporting, documentation, and inter-agency collaboration.

### **3. Consensus on the Need for Harmonized Systems, Collaboration, and Institutional Strengthening:**

Speakers from government agencies, civil society organizations, and disability groups all stressed the importance of unified referral pathways, standardized documentation, and shared data systems. The dialogue produced a collective commitment to joint working groups(case management forum).

### **4. Clear Direction for Sustainable Funding, Localization, and Community Engagement:**

Participants identified long-standing funding gaps and proposed government-backed budgets, diversified donor mechanisms, private sector CSR, and community-owned protection systems.

## Participants and Special Guests



**107**  
people



**49**  
male



**58**  
female

**8**  
PWDs

## Welcome Remark

### **Speaker: Dr. Benson Olugbuo, Board Chairman, DEVATOP**

Dr. Olugbuo welcomed participants and thanked partners for championing human rights. He emphasized DEVATOP's mission to integrate technology, evidence, and collaboration into Nigeria's human rights response.

He highlighted TALKAM as a transformative tool but acknowledged persistent challenges survivors face, including:

- Limited transportation support
- Weak institutional capacity
- Inconsistent follow-up
- Limited psychosocial/legal services

He reiterated that TALKAM is not just an app, but a national system-strengthening tool. He called on stakeholders to commit to data sharing, improved referral pathways, and survivor-focused services.



## Goodwill Messages

### **Binta Adamu Bello, Director-General, National Agency for Prohibition of Trafficking in Persons (NAPTIP).**

She commended Devatop Centre for Africa Development and reaffirmed NAPTIP's commitment to digital innovations and emphasized:

- Utilizing technology in combating human trafficking.
- The importance of improved documentation
- Enhanced survivor services
- Stronger coordination with community responders

She reaffirmed NAPTIP's commitment to sustained collaboration with Devatop Centre for Africa Development and highlighted the widespread adoption and effectiveness of the TALKAM Human Rights App in supporting case management and survivor protection across Africa.



## Goodwill Messages Continued

### **Her Excellency Annett Günther, Ambassador of Germany to Nigeria**

Ambassador Annett commended DEVATOP's work and reiterated Germany's support for initiatives that strengthen human rights systems and protect vulnerable populations

She further expressed optimism about the integration of the civic-tech app in supporting the National Agency for the Prohibition of Trafficking in Persons (NAPTIP) and the National Human Rights Commission (NHRC), among other platforms that foster institutionalized collaboration between the Nigerian government and CSOs.



### **Aishat Braimah, United Nations Office on Drugs and Crime (UNODC)**

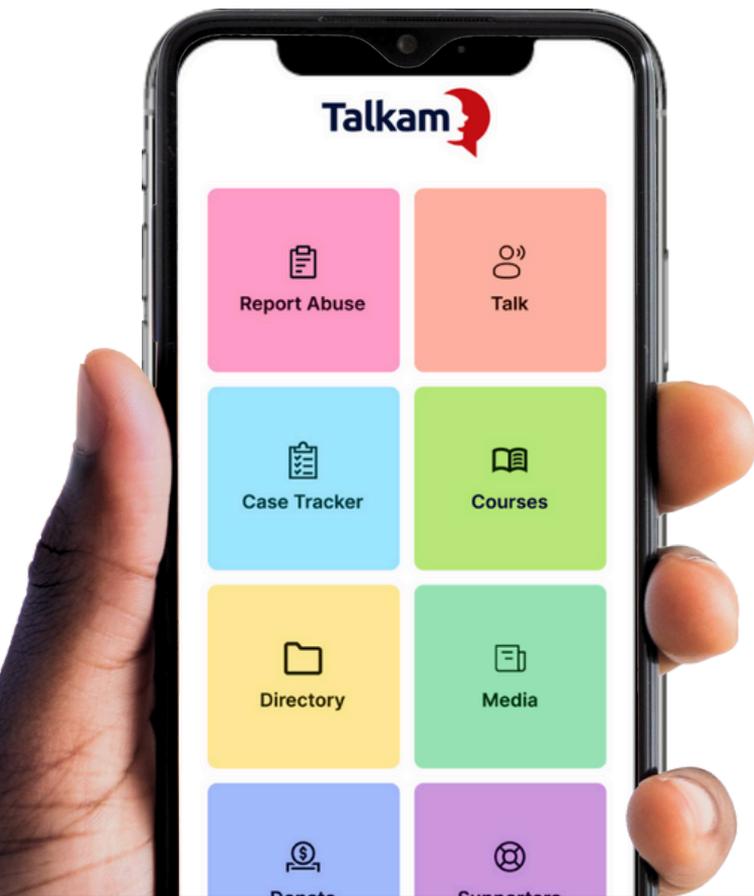
Aishat shared the United Nations Office on Drugs and Crime (UNODC)'s interventions in strengthening national anti-trafficking frameworks and stressed the relevance of technology in evidence-based investigations, especially in relation to security and CSOs engagement. From awareness creation to improved coordination and the prosecution of GBV perpetrators, Aishat noted that UNODC will continue to support initiatives that promote human rights through technology.



### **Hilary Ogonna, Special Adviser to the Chief Executive Officer of National Human Rights Commission**

Hilary highlighted the importance of data-driven approaches and emphasized the need for stronger collaboration between the NHRC and stakeholders across states to ensure timely and effective handling of human rights complaints. He noted the Commission's efforts to humanize complaint management, commended DEVATOP's use of technology to address human rights abuse, and advised strengthening cybersecurity and data protection.





## Introduction of TALKAM App

**Joseph Osuigwe, Executive Director/Founder, DEVATOP Centre for Africa Development**

Joseph explained how TALKAM started and highlighted its importance in reporting trafficking, gender-based violence, child abuse, and online exploitation.

He thanked the German Embassy in Nigeria, the United Nations Alliance of Civilizations (UNAOC), and Panorama Global for their support. He also shared a video showcasing TALKAM's global recognition by UNAOC and emphasized that TALKAM is a movement for accountability and digital case management, not just a reporting platform.

## Keynote Address

**Speaker: Abdulganiyu Abubakar, President, Network of CSOs Against Trafficking, Abuse and Labour (NACTAL)**

He delivered a keynote on "Strengthening Case Management in the Digital Age."

with key insights on:

- Need for harmonized data systems
- Stronger grassroots intelligence
- Improved digital linkages between MDAs and CSOs
- Survivor-centered responses

He highlighted how DEVATOP through her TALKAM Human Rights App is providing digital case management platform for Network of CSOs Against, Abuse Labour(NACTAL) and West Africa Coalition Against Trafficking in Persons and Smuggling of Migrants (WACTIPSOM). The president praised DEVATOP for pioneering real-time digital case reporting and pledged NACTAL's support for scaling TALKAM App.



# Panel Discussion: Progress, Challenges & Way Forward

**Moderator: Lawrenta Igoh, Executive Director, AUXANO Foundation**



## Panelist Contributions

### **Dr. Magnus Emeh – Head, Rapid Response Unit, NAPTIP**

Dr. Emeh identified major gaps in inter-agency communication, structural coordination, and engagement of duty bearers. He noted that the lack of standardized documentation affects successful prosecutions and recommended integrating the TALKAM App into national case-tracking systems.



### **Comfort Attah – Executive Director, Attah Sisters Helping Hand Foundation, Bauchi State.**

Comfort highlighted rural challenges such as insecurity, high transportation costs, low digital literacy, and cultural barriers that fuel silence around abuses. She explained that TALKAM has helped escalate community reports faster and recommended expanding partnerships to strengthen service delivery.



### **Babagari Baraya Hussein – Executive Director, Murmushi People's Development Foundation, Adamawa**

Babagari emphasized the strong influence of traditional systems and the need for their formal recognition in case management. He raised concerns about funding inequalities that disadvantage grassroots groups. He also called for training traditional leaders on safe referrals and suggested adding local languages and voice options to digital reporting.



### **Ngozi Okore – Director, Women & Child, National Human Rights Commission Headquarters Abuja.**

Ngozi pointed to the shortage of shelters, inconsistent services, and challenges with livelihood and psychosocial support for survivors. She noted NHRC's limited facilities and staff, stressing the need for training. She recommended regular joint case-review meetings, digital automation of follow-ups, inclusion of local languages, and stronger government-CSO collaboration.



## Cross-Cutting Panel Themes

Across the panel, members highlighted the limited funding for survivor support, the need for harmonized referral pathways, and the importance of improving digital literacy among frontline responders.

### **Sustainable Funding Models on Case Management by Barr. Lydia Odeh, CEO of Capacity Catalyst Consulting (TRIPLE C).**

The session on Sustainable Funding Models for Case Management, moderated by Barr. Lydia Odeh generated practical insights on existing funding gaps. Participants identified key challenges such as limited government budget allocations, over-reliance on short-term donor funding, weak private sector involvement, poor coordination among organizations, and low community ownership of protection systems.

Recommendations included securing government-backed budget lines, diversifying donors through multi-year and pooled funding, engaging the private sector through CSR, mobilizing community resources, and promoting collaborative funding through joint grants and shared logistics.

On community-level engagement and the localization of TALKAM App, participants proposed translating the app into local languages, training traditional and religious leaders, using local radio for awareness, and empowering hyperlocal NGOs to lead grassroots dissemination.

The forum resolved to strengthen inter-agency collaboration, establish unified digital reporting protocols, improve survivor-centered accountability, expand shelter infrastructure, build sustainable funding pipelines, deepen community ownership of protection systems, and scale awareness and adoption of the TALKAM App.

## Session on Collaboration & Synergy

### **Speaker: Dr. Magnus Emeh, Head of Rapid Response Unit, NAPTIP**

In the session on Collaboration & Synergy, Dr. Magnus Emeh highlighted the critical need for multi-layered response coordination among agencies to ensure timely and effective interventions. He stressed the importance of shared case management protocols and the harmonization of data systems to improve information flow and accountability. Dr. Emeh also emphasized adopting survivor-centered approaches to referral management, ensuring that victims receive appropriate support and protection throughout the response process.



PICTURES FROM THE HUMAN RIGHTS DIALOGUE AND CASE MANAGEMENT FORUM 2025



# 10 Key Policy Recommendations by Participants Include

## Interactive Session and Group Work facilitated by

Barr. Eric Umoru



1

### Scale Up Capacity Building:

Expand technical training on digital case management for CSOs, NHRC, NAPTIP, Police, NACTAL members, and other frontline responders.

2

### Localize Protection Systems:

Deploy simplified reporting options (including NAPTIP/NHRC hotlines) and digital tools to communities with low literacy or limited device access.

3

### Upgrade TALKAM Features:

Enhance the App with local languages, voice notes, AI/chatbot support, offline reporting, and disability-inclusive functionality.

4

### Integrate TALKAM App

**Nationally:** Include TALKAM within NAPTIP and NHRC's national case-tracking systems to promote unified referrals and synchronized reporting.

5

### Harmonize Human Rights

**Data:** Foster partnerships with UN digital platforms and CSO systems to integrate data, improve analysis, and strengthen nationwide human rights protection.

6

### Strengthen Survivor

**Support:** Expand survivor-centered service shelters, psychosocial care, legal aid, transport, and welfare, through increased funding, utilization of NAPTIP's Victims Fund and coordinated support.

7

### Create a Case Management

**Fund:** Establish a dedicated national fund to support frontline CSOs and state-level human rights agencies handling case management.

8

### Train Community

**Gatekeepers:** Build the capacity of traditional rulers, religious leaders, and community champions to document and report cases using the TALKAM App.

9

### Use Digital Dashboards for

**Accountability:** Leverage TALKAM dashboards and other digital tools for quarterly human rights analysis reports by NAPTIP, NHRC, UN agencies, and CSOs.

10

### Institutionalize Multi-Stakeholder Forums:

Convene quarterly or bi-annual case management forums involving government agencies, CSOs, law enforcement, and development partners to track progress and strengthen coordination.



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