



OIC Ombudsman Association (OICOA)

## 10<sup>th</sup> Board of Directors Meeting

30<sup>th</sup> January 2023 – Islamabad, Islamic Republic of Pakistan



### 1) RECITATION FROM THE HOLY QURAN

The 10<sup>th</sup> Board of Directors Meeting of the OIC Ombudsman Association (OICOA) will begin with recitation of holy verses from Quran-al-Majeed.

### 2) NATIONAL ANTHEM OF HOST COUNTRY

The meeting will proceed with the National Anthem of the host country (*Islamic Republic of Pakistan*) being played.

### 3) OPENING REMARKS BY HIS EXCELLENCY, SECRETARY GENERAL, DR. ASIF MAHMOOD JAH (HOST COUNTRY)

The 10<sup>th</sup> Board of Directors Meeting will commence with the welcome address which will be given by His Excellency Dr. Asif Mahmood Jah, in his capacity as Secretary General of OICOA, and President of Forum of Pakistan Ombudsman.

### 4) ADDRESS BY PRESIDENT OICOA, HIS EXCELLENCY SEREF MALKOC

The Secretary General will then invite the President of OICOA, His Excellency Seref Malkoc (Chief Ombudsman of Turkiye), for his address and to deliver a briefing to the Board of Directors regarding the initiatives and strategic trajectory he has envisioned for OICOA in the year 2024.

### 5) PROCEEDINGS TO BE CONDUCTED BY THE EXECUTIVE SECRETARY, ALMAS ALI JOVINDAH

After the President's address, the Secretary General will invite Mr. Almas Ali Jovindah, the Executive Secretary of OICOA, to facilitate the ensuing discussions.

Mr. Jovindah will introduce the agenda items, guiding the Board of Directors through each point, so as to ensure adherence to the structured framework set for the discussions in the meeting.

## **6) APPROVAL OF THE AGENDA OF THE 10<sup>th</sup> MEETING OF THE OICOA BOARD OF DIRECTORS**

The Executive Secretary will present the draft agenda to the Board, offering a succinct summary of the discussion topics and clarify the sequence of the proposed points for discussion.

The Board of Directors will be asked to formally approve the draft agenda.

## **7) REVIEW OF 9<sup>th</sup> BOARD OF DIRECTORS MEETING (held in Turkiye on 5<sup>th</sup> October,2023)**

Under this Agenda point, an overview will be given of the pivotal discussions and decisions taken in the 9<sup>th</sup> OICOA Board of Directors Meeting held on the 5<sup>th</sup> of October 2023 in Istanbul, Turkiye, hosted by the President of OICOA, His Excellency Mr. Seref Malkoc.

The minutes of the 9<sup>th</sup> BOD Meeting are attached as **Annex-I**.

*A brief overview of the substantive discussions in the 9<sup>th</sup> BOD Meeting are as follows:*

- The meeting discussed expanding OICOA's membership internationally by strategizing to involve other countries from OIC bloc in OICOA. Membership applications were also considered by the Board of Directors by Burkina Faso, Ivory Coast, Libya, and Benin and gained unanimous approval from all Board Members after thorough scrutiny.
- Regarding the Annual Fee and Budget Allocation, the Board of Directors discussed the implementation of an annual membership fee of 1000 USD and reviewed the budget allocation process for the effective operation of the OICOA Secretariat. These discussions were pivotal in ensuring the financial sustainability and operational efficiency of the organization.
- The importance of OICOA's representation in international forums, such as the United Nations, was underscored. This participation was deemed vital for OICOA to extend its influence and engage with global issues relevant to its mission and objectives.
- An OICOA Internship Program was unveiled for its potential to offer international exchange opportunities, while seeking to foster cross-cultural understanding and professional development among young professionals and students from

member countries. Islamic Republic of Pakistan and Kingdom of Morocco were the first countries to volunteer for this program.

- In terms of Training and Capacity Building Workshops offered by OICOA Secretariat, there was a focus on enhancing member institutions' capabilities through specialized sessions. Emphasis was also placed on multilingual delivery of these training sessions to ensure broader accessibility and inclusivity of the OICOA Member Institutions.
- The proposal to establish a Research and Resource Center was another significant topic. This center is envisioned to be a hub for knowledge, research, and resources, contributing to the intellectual and practical support of OICOA's activities and initiatives. Vice President of OICOA, Dr. Zabiullah Khodaeian (President of General Inspection Organization of Iran) made a commitment to share the research of GIO with OICOA Secretariat.
- The enhancement of OICOA's digital presence, through its website, newsletter, and social media platforms, was recognized as crucial for wider outreach and engagement. These platforms are seen as key tools in promoting OICOA's activities, achievements, and member contributions on a global scale.

***It is pertinent to mention that all the proposals and discussions by the Board Members were presented in the 3<sup>rd</sup> OICOA General Assembly and gained unanimous approval. \****

## **8) STATUS OF '2024 ANNUAL MEMBERSHIP FEE' RECEIVED FROM THE OICOA MEMBER INSTITUTES**

Under this Agenda point, the Board Members will receive an update on the status of OICOA annual membership fees (*1000 US Dollars*) for the year 2024, from its member countries.

The update will include confirmation that the OICOA Secretariat has successfully received the 2024 annual membership fees from three Member Institutions (i.e. Republic of Cyprus, Kingdom of Bahrain, and Federal Tax Ombudsman of Pakistan).

The Secretariat had previously dispatched invoices for the annual membership fees to all member institutions as part of standard procedure. However, acknowledging the complexities and varied government Standard Operating Procedures (SOPs) for international payments, the Secretariat plans to issue courteous reminders to those member institutions that have not yet submitted their fees.

## **9) UPDATE ON OICOA WEBPAGE, SOCIAL MEDIA, AND E-NEWSLETTER**

Under this Agenda Point, the Board Members will be introduced to the newly designed OICOA Website, its Social Media platforms, and the E-Newsletter. The session will highlight the diligent efforts of the OICOA Secretariat, led by the Secretary General, in fulfilling commitments made during the 9<sup>th</sup> Board of Directors Meeting and the 3<sup>rd</sup> General Assembly Meeting

A comprehensive overview will be provided on how a dedicated team at the OICOA Secretariat, under the supervision of the Secretary General and Executive Secretary, manages the website, social media handles, and newsletter editing effectively.

A live demonstration of the OICOA Website will be given. This interactive walk-through will allow Board Members to gain a firsthand understanding of the improvements and new features. Following the demonstration, feedback will be requested from the Board Members which will provide an opportunity for immediate, constructive feedback on the user experience, design, and content of the website.

In addition, the session will engage Board Members in identifying any communication challenges impacting the regular and timely submission of content for the newsletter, social media, and website from all OICOA Member Countries. They will be encouraged to formulate a strategy for improved communication to realize the aims and objectives of OICOA effectively.

## **10) TRAINING AND CAPACITY BUILDING WORKSHOPS FOR THE MEMBER INSTITUTIONS & THEIR STAFF**

During this agenda point, the Board Members will receive a comprehensive briefing on the online training sessions organized by the OICOA Secretariat in Islamabad, Pakistan. They will be given an overview of the nature of these trainings, emphasizing their relevance for capacity building and knowledge enhancement among the officers and staff of OICOA Member Institutions.

The discussion will also involve the selection of possible training topics for the year 2024, focusing on those that will augment the learning experience of member institutions. The Board Members will also be encouraged to contribute their insights on exploring new platforms for delivering training sessions and to discuss strategies for strengthening intra-OICOA collaboration in conducting these sessions monthly.

Additionally, the Board Members will learn about the training sessions conducted by the 'Forum of Pakistan Ombudsman Secretariat, Islamabad, Pakistan,' and how these are made accessible to OICOA Member Institutions. Highlighting recent sessions on topics like Alternative Dispute Resolution and Conducting Effective Research in an Ombudsman Office, the briefing will include details on the international participation from OICOA Members, including those from Indonesia, Turkiye, and Cyprus.

The members will be urged to motivate their staff to participate in training sessions offered by both OICOA and the Forum of Pakistan Ombudsman, aiming to increase

attendee numbers and encourage collaborative efforts in hosting these training sessions for other member institutions.

#### **11) UPDATE ON INTERNATIONAL EXCHANGE BASIS INTERNSHIP PROGRAM BETWEEN OICOA MEMBER INSTITUTIONS**

Following the above, the discussion will then focus on the 'Internship Program', an 'international exchange base' initiative, following up on commitments from the 9<sup>th</sup> Board of Directors and 3<sup>rd</sup> General Assembly Meeting.

Designed to foster young talent and promote cross-border cooperation, the program aims to enrich professional experiences and strengthen ties between member countries, thereby enhancing OICOA's global presence.

The discussion will center on strategic methods to optimize the program's impact, ensuring it provides meaningful learning opportunities and serves as a benchmark for international collaboration among ombudsman institutions.

It will also be discussed what immediate steps are required by the volunteer member institutes from the Kingdom of Morocco and the Islamic Republic of Pakistan, to implement this vital initiative of OICOA.

#### **12) SEEKING AFFILIATED STATUS OF OICOA WITH ORGANIZATION OF ISLAMIC COOPERATION (OIC)**

Under this agenda point, discussion will take place regarding affiliating OICOA with Organization of Islamic Cooperation (OIC).

The document labelled 'RULES GOVERNING THE GRANTING OF THE OIC AFFILIATED INSTITUTION STATUS' is **attached as Annex-III**.

This document outlines the process and implications of OICOA seeking affiliated-institution status with the OIC. According to Article 25 of the OIC Charter, organizations in OIC Member States can apply for this status if their objectives align with those of the OIC, allowing them independent budgets and potential observer status. This affiliation is expected to enhance OICOA's international standing, potentially attract more OIC Member States, and enable access to financial assistance from OIC specialized organs for carrying out research projects etc.

#### **13) CONSIDERATION OF DATES AND VENUE FOR THE 11<sup>th</sup> BOARD OF DIRECTORS MEETING AND DATES FOR 4<sup>th</sup> GENERAL ASSEMBLY**

The Board of Directors will be requested and encouraged to volunteer as hosts for the 11<sup>th</sup> Board of Directors Meeting. This part of the meeting will involve deliberation and the gathering of recommendations regarding the planning, date, and venue for the next Board of Directors Meeting scheduled for 2025.

In the previously held 3<sup>rd</sup> General Assembly, it was approved that *Islamic Republic of Iran* will be the host of the next 4<sup>th</sup> General Assembly. This agenda point will discuss and decide the next dates for the 4<sup>th</sup> OICOA General Assembly with Iran.

The aforementioned discussion will ensure that all aspects of the forthcoming meeting are considered and agreed upon collectively, facilitating a well-organized and successful event.

#### **14) ANY OTHER ITEM**

Under this Agenda point, the Board of Directors will be invited to introduce any additional topics they deem necessary for discussion.

This will allow for a comprehensive examination of relevant matters, ensuring that all deliberations and concerns of the Board Members are fully heard and considered for an inclusive and thorough dialogue, where every member has the opportunity to contribute to the broader objectives and concerns of the OICOA.

#### **15) VOTE OF THANKS**

The 10<sup>th</sup> OICOA Board of Directors Meeting will draw to a close with a 'Vote of Thanks' by the Host Country.

In his closing remarks, the Secretary General of OICOA and the Honorable Federal Tax Ombudsman of Pakistan, His Excellency Dr. Asif Mahmood Jah, will extend his gratitude to all board members for attending this Board Meeting, their engagement throughout the meeting, and acknowledgment of their efforts and valuable insights in making this meeting a success.