



Top news

Ombudsman of Türkiye Mr. Mehmet Akarca signed a new agreement for joint cooperation in the humanitarian field with Qatar's National Human Rights Committee (NHRC)

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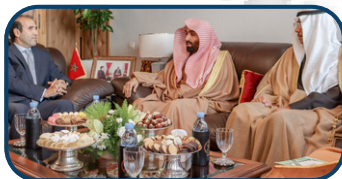
Ombudsman of the Republic of Azerbaijan Calls for Justice on Ethnic Cleansing and Human Rights Violations Against Azerbaijanis

Ms. Sabina Aliyeva, the Commissioner for Human Rights (Ombudsman) of the Republic of Azerbaijan, addressed an open letter to international human rights organizations, ombudspersons, and national human rights institutions, highlighting Armenia's long-standing policy of ethnic cleansing and deportation against Azerbaijanis.



The Mediator of the Kingdom of Morocco, IOI First Vice-President, Meets with President of the Court of Grievances of Kingdom of Saudi Arabia

Mr. Mohamed Benalilou the Mediator of the Kingdom of Morocco and IOI First Vice-President, received the President of the Court of Grievances of the Kingdom of Saudi Arabia, Chief of the Administrative Judiciary Council thereof, H.E. Dr Khalid bin Mohammed Al Youssef and the accompanying delegation at the headquarters of the Mediator Institution in Rabat.



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Bahrain's Ombudsperson Hon'ble Ghada Hameed Habib Presents PDRC Report 2020-23 to Prime Minister



His Royal Highness Prince Salman bin Hamad Al Khalifa, the Crown Prince and Prime Minister, met today with the Ombudswoman and Chairperson of the Prisoners and Detainees Rights Commission (PDRC), Ghada Hameed Habib, at Riffa Palace.

Message From Secretary General

Dear Esteemed Members

As we move forward, I would like to express my deepest gratitude for your unwavering commitment to upholding the principles of justice and good governance among Islamic countries. The OIC Ombudsman Association (OICOA) has made significant strides in promoting institutional excellence and strengthening inter-institutional cooperation and this would have not been possible without your unwavering support and leadership.

I would like to highlight contribution from all the member institutions that have been instrumental in shaping OICOA's current role and future direction.

As we are looking forward to the upcoming 12th OICOA Board Meeting and 4th General Assembly Meeting to be held in Tehran, Islamic Republic of Iran on 13th and 14th of May 2025, I would like to take this opportunity to offer my sincerest gratitude to our worthy Vice-President, H.E. Justice Dr. Zabiullah Khodaeian (President of General Inspection Organization of Iran) for making extraordinary arrangements to make this event a memorable one for all the participating delegates.



I look forward to interacting with all of you in Tehran and engaging in productive deliberations and reviewing our progress.

Dr. Asif Mahmood Jah

(Hilal-i-Imtiaz) (Sitara-i-Imtiaz)
Federal Tax Ombudsman of Pakistan
Secretary General, OICOA

Message From Executive Secretary

Dear Members and Colleagues,

I would like to take this opportunity to express my sincere appreciation for your dedication and leadership role in promoting the objectives of the OIC Ombudsman Association (OICOA). Your efforts have been instrumental in strengthening the capacity of “Ombudsman Institutions” and promoting good governance across the OIC region.

Moreover, we are preparing for the upcoming 12th OICOA Board Meeting and 4th General Assembly Meeting in Tehran. This event is an opportunity to recalibrate our collective mission, refine our strategies, and reinforce the principles that bind us as a global network of ombudsman institutions.

OICOA Secretariat has a great support from H.E Justice Dr. Zabiullah Khodaeian, President of General Inspection Organization of Iran and his amazing team for this event lead by Mr. Mansour Agha Mohammadi, Deputy for International Co-operations, to ensure best possible arrangements for all the member institutions and their delegates.

I would especially like to mention that President GIO has established six specialized committees to oversee every aspect of these



meetings, which is nothing short of commendable leadership.

I look forward to your continued support .

Almas Ali Jovindah
Executive Secretary, OICOA

Upcoming Event

Iran to host Fourth General Assembly and Twelfth Board of Directors Meeting of OIC Ombudsman Association

The Islamic Republic of Iran has officially announced its readiness to host the Fourth General Assembly and the Twelfth Board of Directors Meeting of the Organization of Islamic Cooperation Ombudsman Association (OICOA). These events are scheduled to take place on Tuesday and Wednesday, May 13-14, 2025, in Tehran.

President of the General Inspection Organization of Iran and Vice President of the OICOA Justice Zabihollah Khodaeiyan, emphasized the importance of enhancing international cooperation among Islamic countries to promote justice, peace, and the protection of Muslim rights.

The meeting is expected to provide a platform for the exchange of experiences and collaboration to advance good governance and social justice across member states.

The poster is a vertical rectangular graphic with a dark blue background. At the top left, the text 'OIC OMBUDSMAN ASSOCIATION' is written in large, white, sans-serif capital letters. To the right of this text is a circular logo featuring a globe and the acronym 'OICOA', surrounded by member state flags. Below the main title, on the left, is a light blue box containing the text '4th General Assembly'. To the right of this is a large circular graphic of the Iranian flag (green, white, and red horizontal stripes with the national emblem in the center). Below the flag, on the left, is another light blue box with the text 'Ombudsman: Comprehensive Accountability, Just Governance; Convergence of Islamic Ummah'. To the right of the flag, below the Iranian flag, is a light blue box with the text '12th BOARD OF DIRECTORS MEETING'. At the bottom center, a large white box contains the dates 'May 13 & 14 2025'. At the very bottom, a light blue box contains the location 'Tehran, Islamic Republic of Iran'. The poster is decorated with subtle geometric patterns and dots.

ACTIVITIES OF OICOA MEMBERS

Türkiye

Ombudsman of Türkiye Mr. Mehmet Akarca signed a new agreement for joint cooperation in the humanitarian field with Qatar's National Human Rights Committee (NHRC)



The Chief Ombudsman of Türkiye, Mehmet Akarca, has reinforced collaboration with Qatar's National Human Rights Committee (NHRC) by signing a new agreement aimed at enhancing humanitarian efforts. The agreement, signed in Ankara with NHRC Chairperson Maryam Al-Attiyah. The agreement is set to strengthen the partnership between the two entities by enabling the exchange of expertise, the development of strategic plans, and training programmes to ensure an effective response to humanitarian issues.

During the signing, both sides discussed pressing global human rights issues, particularly in Palestine, emphasizing the need for unified efforts against oppression. Akarca also highlighted Türkiye's leadership in legislative frameworks supporting women's rights and explored avenues for joint training programs on combating domestic violence. This collaboration underscores Türkiye's commitment to global human rights advocacy and humanitarian cooperation.

Azerbaijan

Ombudsman of the Republic of Azerbaijan Calls for Justice on Ethnic Cleansing and Human Rights Violations Against Azerbaijanis

Ms. Sabina Aliyeva, the Commissioner for Human Rights (Ombudsman) of the Republic of Azerbaijan, addressed an open letter to international human rights organizations, ombudspersons, and national human rights institutions, highlighting Armenia's long-standing policy of ethnic cleansing and deportation against Azerbaijanis.

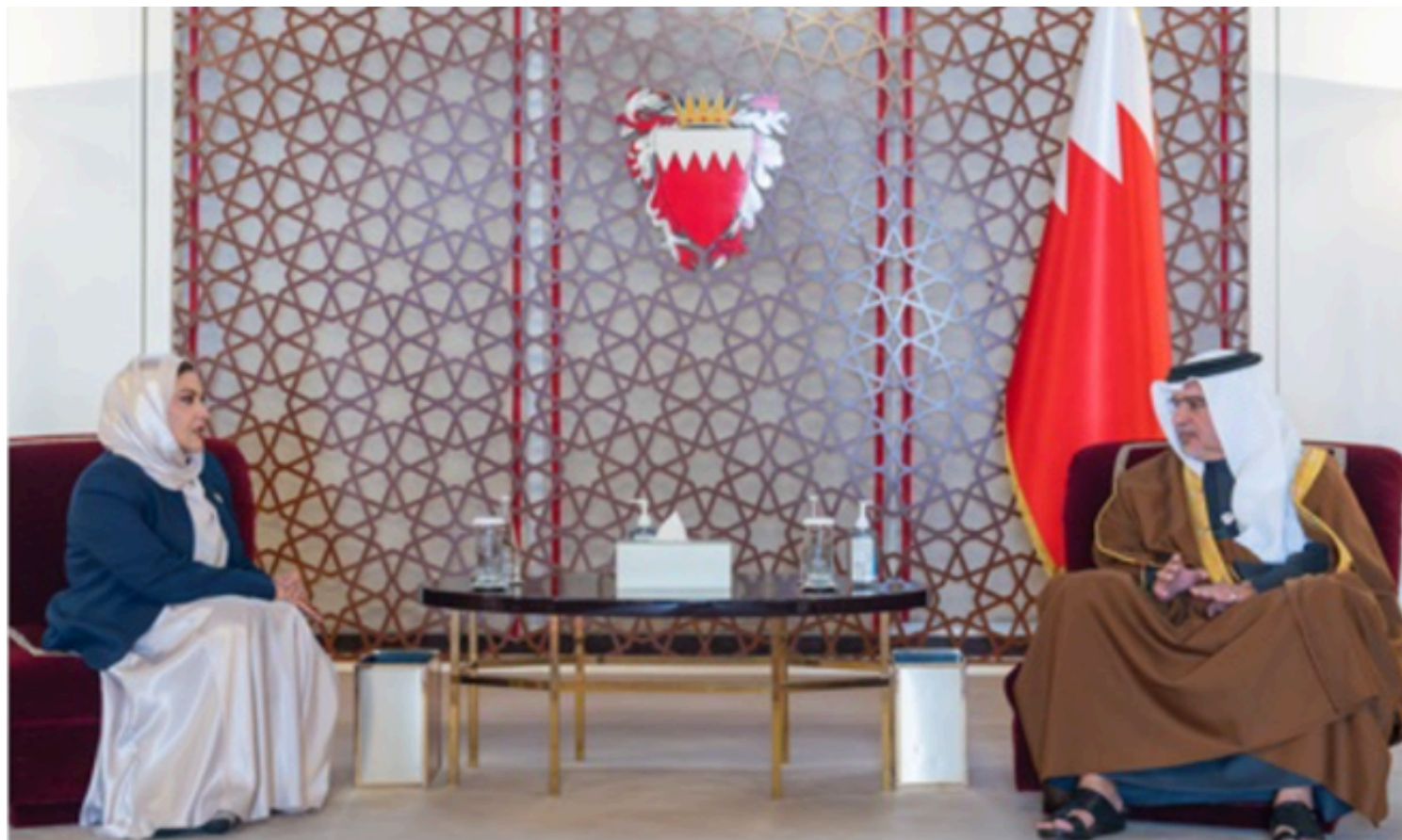


In her letter, she emphasized that these acts, rooted in racial discrimination and hatred, have persisted for centuries and were systematically executed in various historical periods, particularly during the 1990s. She pointed to statements by former Armenian leaders as evidence of their deliberate intent in committing ethnic cleansing and genocide against Azerbaijanis.

She urged international organizations to condemn these atrocities, prevent the spread of anti-Azerbaijani rhetoric, and hold Armenia accountable for its violations of human rights and international law. Stressing the need for fair investigations and legal reforms, she called for the restoration of the fundamental rights of displaced Azerbaijanis, including their right to education, language preservation, and equal participation in Armenia's legal and governmental systems. Ms. Aliyeva further called upon the international community to recognize these crimes, ensure justice for displaced Azerbaijanis, and demand Armenia's compliance with international human rights obligations, including the safe and dignified return of those forcibly expelled.

Bahrain

Bahrain's Ombudsperson Hon'ble Ghada Hameed Habib Presents PDRC Report 2020-23 to Prime Minister



His Royal Highness Prince Salman bin Hamad Al Khalifa, the Crown Prince and Prime Minister, met today with the Ombudswoman and Chairperson of the Prisoners and Detainees Rights Commission (PDRC), Ghada Hameed Habib, at Riffa Palace.

During the meeting, His Royal Highness was presented with the Prisoners and Detainees Rights Commission Report 2020 - 2023. HRH Prince Salman bin Hamad affirmed the Kingdom's adoption of societal and humanitarian initiatives and programs, which enhance the legal system and consolidate the principles of justice, under the visionary leadership of His Majesty King Hamad bin Isa Al Khalifa. HRH Prince Salman bin Hamad expressed his appreciation for the PDRC's efforts to uphold the principles of transparency within the framework of a state founded on institutions and the rule of law.

His Royal Highness emphasized the Kingdom's commitment to safeguarding law and justice through the enactment of legislation and policies in this regard. HRH Prince Salman bin Hamad noted that the work mechanisms of regulatory bodies contribute to increasing the performance and the quality of services provided.

For her part, Ghada Hameed Habib expressed her gratitude for His Royal Highness's support in strengthening the Kingdom's legal system. His Highness Shaikh Mohammed bin Salman bin Hamad Al Khalifa, and the Minister of Finance and National Economy, His Excellency Shaikh Salman bin Khalifa Al Khalifa, also attended the meeting.

Morocco

The Mediator of the Kingdom of Morocco, IOI First Vice-President, Meets with President of the Court of Grievances of Kingdom of Saudi Arabia



Mr. Mohamed Benalilou the Mediator of the Kingdom of Morocco and IOI First Vice -President, met with the President of the Court of Grievances of the Kingdom of Saudi Arabia, Chief of the Administrative Judiciary Council thereof, H.E. Dr Khalid bin Mohammed Al Youssef and the accompanying delegation at the headquarters of the Mediator Institution in Rabat.

This working visit aims to carry on and deepen the discussion, which kicked off during the meeting between the two parties last year in Riyadh, on a wide range of issues of common interest as well as on mechanisms to further develop the existing cooperation and partnership between the two institutions, in line with the strong relations that bind the two brotherly countries in various domains. The meeting was an ideal opportunity for the two parties to review the achievements made by each institution in defending rights and establishing good governance in their respective countries on the basis of the principles of justice and equity.

In view of the standing that institutional mediation has gained in the international human rights scene and its role in consolidating the rule of law and promoting the principles of transparency and integrity in the administrative performance of public services, the two parties also discussed the existing coordination mechanisms in this regard, including the requirements of harmonization with relevant international standards, being an advanced area for developing cooperation between the two countries, together with other forms of joint action, namely training and capacity building, efficient performance, exchange of knowledge materials, coordination of positions in regional networks in specialized international forums, as well as exchange of management experiences and successful practices in digitization and artificial intelligence areas. This meeting portrayed an additional building block in achieving the desired strategic cooperation between the two parties while fully respecting the specificities of the missions and functions entrusted to each institution, by focusing on their common areas, and recalling, in the same context, the ties that relate them with other constitutional and national institutions as well as the requirements of institutional coordination in connection to their assumed independence.

At the end of the meeting, both countries saluted the depth and level of cooperation established between their institutions in the various fields of ensuring rights, redressing grievances and disseminating the principles of justice and equity.

Indonesia

Indonesian Ombudsman Office Received 10,846 Public Complaints in 2024



In 2024, Ombudsman office of Indonesia received 10,846 public complaints, marking an increase from the 8,452 cases in 2023. The institution successfully resolved or closed 10,768 complaints throughout the year.

Chairman of Indonesian Ombudsman, Mr. Mokhammad Najih stated that the surge in complaints reflects growing public awareness of their rights to report grievances.

The most reported sectors included land affairs, civil service, education, transportation, and civil and political rights. The most frequently reported institutions were local governments, the Ministry of Agrarian Affairs and Spatial Planning/National Land Agency, State-Owned Enterprises, public educational institutions, and law enforcement agencies.

A significant portion of complaints was received through the “On The Spot Ombudsman” program, an initiative that brings complaint services directly to the public. Other popular channels included WhatsApp and in-person visits.

Regarding maladministration cases, the most frequent issues resolved were unreasonable delays, failure to provide services, procedural deviations, and improper conduct. Other cases involved abuse of power, negligence, incompetence, bribery, discrimination, and bias. Najih stressed the need for public service providers to enhance their professionalism and efficiency in response to these findings. Mr. Najih urged media representatives to actively participate in public service oversight, ensuring citizens receive their entitled services.

Jordan

JIACC Chairman Emphasizes Institutional Culture Change for Integrity and Anti-Corruption in Kingdom of Jordan



Dr. Muhammad Hijazi, Chairman of the Integrity and Anti-Corruption Commission (JIACC), Hashemite Kingdom of Jordan, highlighted the necessity of changing institutional culture to drive meaningful reform. Speaking at a dialogue meeting organized by JIACC in cooperation with Al-Hayat Center (Rased), he stressed that achieving integrity requires the commitment of senior management, sound decision-making, competent public employees, and a work environment rooted in the rule of law, justice, transparency, and accountability.

Hon'ble Dr. Hijazi stated that the Commission's main objective is to safeguard public funds and national resources, leading to improved performance in public administration. He emphasized that fighting corruption demands collaborative efforts across all sectors, aligning with the International Convention against Corruption. Real, tangible actions must be taken so that both employees and citizens experience a fair and ethical workplace. Such changes, he noted, would enhance institutional performance and boost public satisfaction.

Regarding the National Integrity Indicator, Hon'ble Dr. Muhammad Hijazi praised the latest version for its improved structure, evaluation tools, and ability to monitor progress effectively. He described Jordan's experience in integrity measurement as a regional model, emphasizing that the indicator derives its strength from the country's political will to combat corruption. He called on public institutions to utilize the indicator to enhance their operations and establish a culture of integrity.

The hon'ble chairman further urged all public institutions to actively implement and institutionalize integrity standards to prevent corruption, preserve public funds, and improve efficiency. He reaffirmed JIACC's commitment to ensuring the continuity of integrity measures and fostering a culture of accountability within the public sector.

The event also included discussions on the implementation of the updated integrity indicator, an awareness campaign to educate institutions and citizens, and strategies to improve governance in public administration.

OICOA MEMBER OMBUDSMAN INSTITUTIONS FROM PAKISTAN

Federal Ombudsman of Pakistan

Wafaqi Mohtasib Addresses International Ombudsman Summit – 2024 at Hong Kong.

Ombudsmanship has taken firm roots in Pakistan

Calls for greater sharing of experiences and best practices amongst Ombuds Institutions

The Wafaqi Mohtasib (Ombudsman), H.E. Mr. Ejaz Ahmad Qureshi said that addressing maladministration and protection of human rights is inextricably linked to good governance, accountability and inclusivity. He was addressing the International Ombudsman Summit – 2024 in Hong Kong organized on the eve of the 35th anniversary of the establishment of the Office of the Ombudsman in Hong Kong, China.

Mr. Qureshi, who is the current President of the 47-member strong Asian Ombudsman Association (AOA), said that the

Mr. Qureshi, who is the current President of

the 47-member strong Asian Ombudsman Association (AOA), said that the United Nations, too, recognizes the importance of the institution of Ombudsman in strengthening democracy, good governance and the rule of law. Good administration and efficient service delivery constitute the most essential features of the Sustainable Development Goals (SDGs), he added.

He further said that these goals have a direct bearing on the role and functions of Ombudsman institutions working to build peaceful and inclusive societies, accountable institutions at all levels and providing easy access to justice. He added that the scope of work of Ombudsman institutions is witnessing speedy expansion and now includes issues like the climate change, business rights, public accessibility and inclusivity.

Alluding to Pakistan's experience, Mr. Qureshi said that Ombudsmanship has taken firm roots in the country. Following the success of Wafaqi Mohtasib Institution in providing free and expeditious administrative justice to the general public, the concept has been replicated to other essential areas impacting the welfare of general public. He added that 14 Ombudsman Institutions are functioning in the country at the Federal and Provincial levels and contributing in improving service delivery of the government agencies in their respective areas of competence.

The International Ombudsman Summit at Hong Kong was attended by over 140 Overseas participants, representatives of the UN bodies including a large number of the member institutions of the Asian Ombudsman Association (AOA).



Federal Tax Ombudsman

Federal Tax Ombudsman Presented Annual Report 2024 to President of Pakistan H.E. Mr. Asif Ali Zardari

Federal Tax Ombudsman (FTO) received a record number of 13,506 complaints against the Federal Board of Revenue (FBR) and disposed of 12,941 complaints mostly in favor of taxpayers during 2024. Addressing a press conference on Wednesday at the FTO Headquarters, FTO officials informed during last calendar year ending December 31, 2024, FTO office received all time high number of complaints



at 13,506. Simultaneously, under the leadership of Federal Tax Ombudsman, FTO Secretariat, and all Regional Offices high number of complaints at 13,506. Simultaneously, under the leadership of Federal Tax Ombudsman, FTO Secretariat, and all Regional Offices

disposed of 12,914 complaints, which works out for 95.6 percent of total complaints. Federal Tax Ombudsman, FTO Secretariat, and all Regional Offices disposed of 12,914 complaints, which works out for 95.6 percent of total complaints.

This all-time high number of complaints is due to vigorous awareness sessions conducted by the FTO and his Advisors throughout the country, the officials said. The Chambers of Commerce & Industries of all big cities, Tax Bar Associations, Business Community Associations and Tax law practicing bodies were targeted to disseminate information about the role and functions of FTO organization, which resulted into this colossal number of complaints, they said.

As a result of outreach and Awareness Sessions, a record number of complaints and decisions of FTO were rolled out. Resultantly, grievances of thousands of complainants were redressed.

During the year under consideration, in addition to regular complaints, the FTO also encouraged poor and less privileged complainants for informal resolution of their grievances.

The total number of Own Motion initiatives stood at 32 through which relief was granted to large number of complainants.

Since FTO organization is a relief-oriented entity therefore this Secretariat provided relief to low paid employees by holding proper taxation of the same. In addition, thousands of folk artists were provided relief by ameliorating the situation in the then ongoing withholding taxes, the officials said.

Similarly, relief on account of tax rebate to teachers, in the relevant year, were also provided in a large number of cases, FTO officials added.



FOSPAH

Ombudsperson Ms. Fauzia Viqar Emphasized Importance of Robust Internal Mechanisms & Proactive Approaches to Combating Harassment at all Levels

At the Karachi Razzaqabad Training Centre, over 800 police officers gathered for a dynamic and engaging session hosted by Additional IG Training and Additional IG Women Protection Cell. Ms. Fauzia Viqar, Federal Ombudsperson for Protection Against Harassment, was warmly welcomed as the keynote speaker, where she emphasized the importance of robust internal mechanisms and proactive approaches to combating harassment at all levels.

The session also provided a comprehensive overview of anti-harassment laws, highlighting the responsibilities of employers and employees, along with practical measures to foster a workplace culture rooted in respect, accountability, and equality. Officers actively participated in discussions, showcasing their commitment to creating safer and more inclusive spaces, both within their departments and in society at large. This collaboration between FOSPAH and Sindh Police



underscores the critical role of awareness and training in building a professional landscape that upholds the rights and well-being of every individual. Together, we are taking significant strides toward creating dignified and harassment-free workplaces across Pakistan.

FOSPAH Hosts High-Level Meeting to Strengthen Implementation of Enforcement of Women's Property Rights Act, 2020

The Federal Hon'ble Ombudsperson for Protection Against Harassment at Workplace, Ms. Fauzia Viqar, convened a significant meeting with provincial ombudspersons to discuss the amendments in the Enforcement of the Women's Property Rights Act, 2020. Held at FOSPAH's Head Office, the meeting brought together key stakeholders from across the country to discuss existing statutes, challenges, and strategies for ensuring women's property rights. The meeting was attended by Ms. Nabeela Hakim, Provincial Ombudsperson Punjab; Ms. Rakhshanda Naz, Provincial Ombudsperson Khyber Pakhtunkhwa; Ms. Saira Atta, Acting Provincial Ombudsperson Balochistan; Mr. Manthar Ali Jatoti, Consultant Provincial Ombudsperson Sindh; Mr. Fayyaz Ahmad Baloch, Ms. Mehreen Baloch, Additional Deputy Commissioner (General); and Mr. Bilal Azam, Director of Excise and Taxation, along with FOSPAH's Registrar Mr. Rahman Shahzad and Legal Advisors, Mr. Rafique Hussain Shah, Mr. Malik Mujtaba, and Ms. Mah Rukh Aziz.



Discussions focused on the Enforcement of the Women's Property Rights Act, 2020, identifying gaps in implementation, addressing mutual challenges, strategizing solutions to ensure the law's effectiveness, and broadening the powers of the Ombudsperson. Matters of common interest were also deliberated, including the need for enactment of property laws in Sindh, Balochistan, and Gilgit Baltistan, where the Act 2020 is absent, proposed amendments to strengthen existing laws, and follow-ups with the government to advocate for women's property rights in underserved regions.

Participants shared regional experiences, highlighting common hurdles in protecting women's property rights, such as procedural delays, societal resistance to women's property ownership, and lack of awareness among stakeholders and the public. The proposed amendments include adding the property rights of transgendered persons to the Act 2020, auction of property between the family members, increased scope of the definition of property (moveable and immovable) in the EWPRA Act, 2020, and strict execution of the order of the Ombudsperson, among other suggestions.

"The Women's Property Rights Act, 2020, is a special law aimed at empowering women and safeguarding their legal rights. However, its success depends on collective efforts to overcome implementation/execution challenges and ensure justice for women across the country from deprivation to their rightful share of the property," said Ms. Viqar.

Ms. Rakhshanda Naz highlighted the substantial challenges that come with the enforcement of women's inheritance and property rights, while Mr. Naeem Ali Gujjar emphasized strict measures to ensure the implementation of orders. Ms. Meraj Tareen, Senior Legal Advisor at the Capital Development Authority (CDA), provided an in-depth analysis of the challenges associated with the implementation of legal orders related to the transfer of property in the name of the legal heirs, particularly in cases involving court-issued stay orders and instances of recanted statements. Ms. Nabeela Hakim highlighted the widespread prevalence of women's dowry-related issues and their profound social and economic implications.

The meeting also addressed the importance of strengthening institutional mechanisms, capacity building, and outreach initiatives to expedite resolution processes. Participants committed to working together to advocate for women's property rights where such protections are non-existent, strengthen current laws, and actively follow up with the government to address roadblocks hindering implementation.

The session concluded with a pledge to prioritize enhanced coordination, develop robust awareness campaigns, and ensure timely justice for women, underscoring the importance of protecting their property rights as a fundamental aspect of gender equality and empowerment.

Federal Insurance Ombudsman

2025 to be Observed as the Year of Awareness Regarding Insurance Related Issues– Federal Insurance Ombudsman



The Federal Insurance Ombudsman, Mumtaz Ali Shah, has announced that the year 2025 will be observed as the “Year of Awareness” regarding insurance-related issues across the country.

During an online conference with regional insurance officers, Mumtaz Ali Shah directed that all pending cases be resolved on an urgent basis by March next year. He stressed the importance of ensuring that valid claims owed by insurance companies are paid promptly to maintain the institution’s commitment to delivering free and immediate justice to the public.

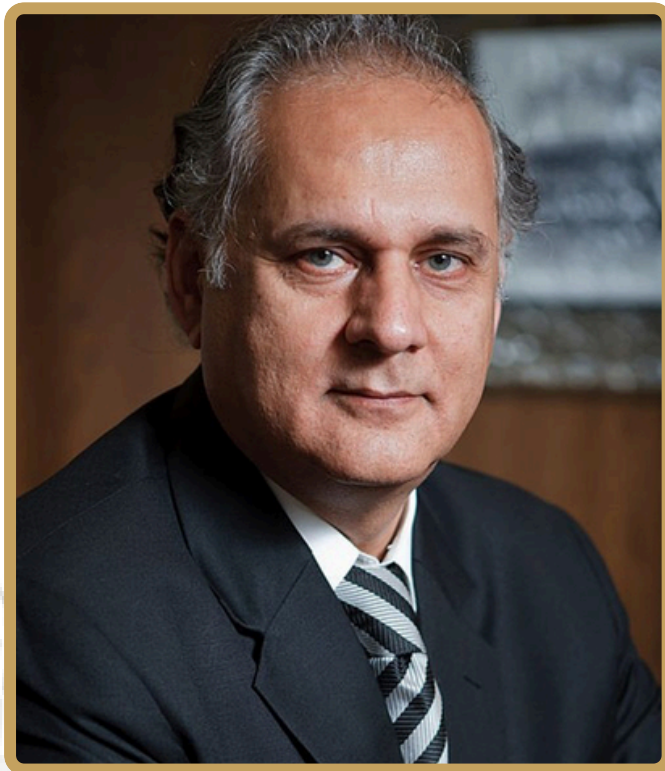
To implement this initiative effectively, a high-powered committee has been formed under the leadership of Director General Federal Insurance Ombudsman, Mubashir Naeem Siddiqui.

The committee will organize awareness seminars in colleges, universities, press clubs, and chambers of commerce throughout the year. Additionally, open courts will be held in rural areas to engage with communities at the grassroots level.

Hon’ble Federal Insurance Ombudsman encouraged the public to report their issues related to insurance claims through the provided toll-free number, email, or website. He added that the awareness campaign will be expanded using newspapers, print media, and social media to educate citizens about insurance fraud and promote insurance literacy across the nation.

Banking Ombudsman

Punjab Ombudsman Office Conducts Awareness Sessions



President Asif Ali Zardari has directed six banks to provide financial relief amounting to Rs24.136 million to 31 victims of bank fraud. Zardari gave directions while deciding upon 31 representations filed against decisions of Banking Mohtasib.

He gave these directions while deciding upon 31 representations filed against the decisions of the Banking Mohtasib. The president upheld the Mohtasib's decisions in favour of the victims, delivering justice for the defrauded banking customers.

Upon discovering the fraudulent transactions, the customers approached their banks for redress but were denied relief. The affected parties then sought relief through the Banking Mohtasib, who ruled in their favour. In response, the banks filed separate representations with the president, challenging these decisions.

Hearings were conducted at Aiwan-e-Sadr, and after listening to the petitioners and respondents and perusing the relevant record, the final decisions were delivered. The decisions reflect the president's commitment to providing justice and prompt relief to the people. The president also emphasised the crucial role played by the Banking Mohtasib in safeguarding citizens against the maladministration of commercial banks and financial fraud. He said that the Banking Mohtasib was a vital institution for the swift resolution of complaints, offering victims timely justice without the burdens of prolonged legal procedures. The president has also encouraged the public to utilize the services of the Banking Mohtasib to address banking disputes and fraudulent activities.

Punjab Ombudsman

Punjab Ombudsman Ensures Payment of Over Rs.19.15M in Pending Dues

The Punjab Ombudsman has facilitated the payment of over Rs. 19.15 million in pending dues to 96 applicants across the province.

According to official sources, these payments include Rs.5.6 million as monthly financial assistance to four applicants, Rs.4.051 million in death and marriage grants to 18 applicants, Rs. 6.7 million in leave encashment and pension arrears to 12 applicants and Rs. 2.8 million for educational scholarships to 62 applicants.

The affected individuals had lodged complaints



regarding delays in receiving their dues with the Punjab Ombudsman's office.

Prompt action was taken to resolve the grievances, ensuring timely justice for the complainants, officials concluded.

Khyber Pakhtunkhwa Ombudsman

Federal Ombudsman Mr. Ejaz Ahmed Quershi Visited the Provincial Ombudsman Khyber Pakhtunkhwa

The Federal Ombudsman Mr. Ejaz Ahmed Quershi visited the Provincial Ombudsman Khyber Pakhtunkhwa in Peshawar on 02/01/2025. During the visit, the Federal Ombudsman commended the Provincial Ombudsman's KP Syed Jamal Ud Din Shah efforts in promoting good governance and addressing the grievances of the general public. The Federal Ombudsman highlighted the importance of independent and impartial Ombudsman institutions in ensuring accountability and upholding the rights of citizens. He emphasized the role of



these institutions in resolving public grievances and promoting transparency and efficiency in public service delivery.

The Federal Ombudsman Ejaz Ahmed Quershi expressed satisfaction with the progress made by the Provincial Ombudsman's Syed Jamal ud Din Shah and pledged continued support to further enhance its capacity and effectiveness. Strategies for strengthening inter-provincial cooperation and collaboration was discussed to address common challenges and improve public service delivery across the country.

Ombudsman Khyber Pakhtunkhwa Reviews Monthly Complaints, Highlights Increased Public Confidence

The Worthy Ombudsman of Khyber Pakhtunkhwa, Syed Jamaluddin Shah, chaired a key meeting on January 17, 2025, to review the monthly progress on complaints received by the office.

During the meeting, the Ombudsman commended the investigation officers for their dedication in achieving monthly targets and ensuring timely redressal of public grievances.



The session also highlighted a significant increase in complaints filed during January 2025, reflecting heightened public awareness and trust in the Ombudsman's office as a reliable platform for resolving issues.

The Ombudsman reiterated the office's commitment to serving the public efficiently and effectively, emphasizing continuous efforts to address grievances and uphold justice for the people of Khyber Pakhtunkhwa.

Sindh Ombudsman

Workshop Held at Salim Habib University to Select 10 Students as Ambassador to Ombudsman Sindh

The 3rd Workshop under the Provincial Ombudsman Sindh's Ambassador Programme was held at Salim Habib University, Karachi, on December 11, 2024 to instill the concept of civic responsibilities and advocacy skills in the youth of Sindh by carrying out the community outreach of ombudsman mandate to student community and general public. The workshop, initiated through the Regional subsidy of International Ombudsman Institute (IOI), focused on the role of the Provincial Ombudsman Office in providing administrative justice to the public, and was chaired by the Honourable Ombudsman of Sindh, Mr. Muhammad Sohail Rajput, who was welcomed in Salim Habib University by Vice Chancellor Prof. Dr. Syed Irfan Hyder, and other members of the management of the university

including Mr. Tariq Amin, Member In his speech at a packed Salim Habib University Auditorium, Honourable Ombudsman Sindh, congratulated the management and for establishing such an state of the art university and appreciated the role of the university to promote and produce skillful youth. The Honourable Ombudsman emphasized that almost 16 million children are out of schools and collective efforts are required to bring them to school. He added that office of Ombudsman receiving about 8000 complaints in average per annum though population of the province is above than 50 million and approximately the majority of the residents have complaints against government departments. The Ombudsman emphasized that he has vision to make the institute of Ombudsman a proactive department likewise Ombudsman office in Europe.



The objective of the ambassador programme is to disseminate our message through them to general public so that people should know they have some forum to address their grievances expeditiously free of cost. He informed that his office has already selected 20 Ambassadors (10 each) from the Hamdard and Sindh Madressatul Islam Universities, who have been disseminating the message of the Institute through social media and community meetings. He also underlined how important it is for students to

educate the society about resilience, their legal rights and the channels through which they may address issues. The Ombudsman Sindh also highlighted that students selected as Ambassadors will bridge the gap between community and the Ombudsman office by promoting accountability, openness, and good governance. Vice Chancellor, Salim Habib University, while speaking on the occasion, commended this initiative to connect with citizens and students, and emphasized the need to serve the community by spreading knowledge and awareness.

Ms. Rehana G. Ali Memon Advisor and Masood Ishrat Registrar, Secretariat Provincial Ombudsman Sindh also spoke on the concept of the Brand Ambassador Program and Mohtasib operations respectively at the event, which was also attended by advisors and consultants from the Ombudsman Office. The event concluded with a Q&A session during which Honourable Ombudsman Sindh addressed students' queries.

Punjab Ombudsperson

Ombudsperson Punjab Ms. Nabila Hakim Ali Khan Advocates for Women's Rights at the University of Poonch, AJ&K



In an inspiring event held at the University of Poonch, Rawalakot, Ms. Nabila Hakim Ali Khan, Ombudsperson Punjab, delivered a compelling talk on "Women's Rights and Creating a Safe Workplace." The session brought together students, faculty members, and professionals, emphasizing the importance of fostering respect, equality, and dignity in professional environments. Ms. Khan highlighted the integral role of women's rights as fundamental human rights and called for collective efforts to challenge societal norms that perpetuate discrimination. She underscored the need for organizations to adopt zero-tolerance policies towards harassment, implement effective legal frameworks, and ensure accountability in creating safe and inclusive workplaces.

Drawing on her extensive experience, Ms. Khan provided an overview of Pakistan's anti-harassment laws and the Ombudsperson's critical role in addressing workplace grievances. She emphasized the need for leadership to drive cultural change, ensuring workplaces are not just compliant with the law but are also spaces where women feel respected and valued. Addressing the audience, she particularly inspired the youth to act as catalysts for change, advocating for equality, practicing allyship, and breaking barriers for marginalized groups. The session concluded with an interactive Q&A segment, where Ms. Khan provided actionable advice on navigating workplace challenges and utilizing available resources effectively. The Vice Chancellor of the University expressed gratitude to Ms. Khan for her invaluable insights, reaffirming the institution's commitment to promoting gender equality and social justice. This event served as a vital platform for advancing dialogue on women's empowerment and underscored the importance of collective action in building a more equitable society.

Advocating for Safe Workplaces and Women's Rights at the University of Poonch

The Office of the Ombudsperson Punjab recently organized an impactful awareness session at the University of Poonch, Rawalakot, focusing on Creating Safe Workplaces and Upholding Women's Rights.

Ms. Nabila Hakim Ali Khan, Honorable Ombudsperson Punjab, addressed the gathering, delivering an inspiring talk that highlighted the significance of fostering a culture of equality, safety, and justice for women in professional environments.



She emphasized the critical role of educational institutions in raising awareness and empowering individuals to take a stand against workplace harassment and discrimination.

The event saw an enthusiastic response from students, faculty, and administrative staff, reflecting a shared commitment to ensuring a safe and inclusive environment for all. The Ombudsperson reaffirmed the office's dedication to providing legal support and guidance to women facing challenges in asserting their rights.

The session concluded with a call to action for collective efforts in promoting gender equality and fostering a harassment-free society, with participants expressing their appreciation for the valuable insights shared during the event.

Provincial Ombudsperson Punjab Visits Regional Office Bahawalpur to Ensure Justice for Women



The Provincial Ombudsperson Punjab, Ms. Nabila Hakim Ali Khan, paid an official visit to the Regional Office Bahawalpur on 8th January 2025 to oversee ongoing efforts in addressing women's legal grievances.

During her visit, Ms. Nabila Hakim Ali Khan conducted hearings of 16 property cases under The Punjab Enforcement of Women's Property Rights Act 2021 and 4 harassment cases under The Protection Against Harassment of Women at the Workplace Act 2010. She attentively listened to the complainants, ensuring that justice is served efficiently and

fairly. Ms. Nabila Hakim Ali Khan reiterated her unwavering commitment to protecting women's rights and emphasized the importance of swift case resolution to empower women and provide them with rightful ownership and a safe working environment. She also appreciated the efforts of the regional office staff in facilitating the complainants and encouraged them to continue working with dedication and integrity.

Sindh Ombudsperson

Sindh Ombudsperson Office Organized Seminar to Celebrate National Working Women's Day Held in Karachi

The seminar to observe the National Working Women's Day was organized by the office of Ombudsman, The Protection against Harassment of Women at Workplace, Sindh at Sindh Government Officer's Club, Bath Island, Karachi. At several heads of the prominent institutions participated and shared their point of views on the role and contribution of women in socio-economic, educational and cultural development of Pakistani society.

The Ombudsman, Justice (R) Shahnawaz Tariq highlighted the role played by the women in every walk of life and stressed the need to provide them safe, secure and congenial working environment. They lauded the efforts being made by the office of the Ombudsman, "The Protection against Harassment of Women at Workplace", Sindh in eradicating such incidents of sexual harassment by organizing Seminars and also publicizing the measures/actions to be taken by the government and private institutions under the provisions of the Protection against Harassment of Women at Workplace ACT-IV of 2010. The Ombudsman (PHWWP), Sindh, briefly explained the procedure to lodge complaints by the victim of harassment and said that women should be vocal if any act of harassment against them is committed.

Subsequently, shields/souvenirs were presented to Guest of Honour Mr. Suresh Kumar, (District & Sessions Judge, Karachi South), Mr. Khalid Hussain Shahani, (District & Sessions Judge/ P.O. Labor Court, Karachi), Mr. Abdul Naeem Memon, (District Judge/Official Assignee, High Court of Sindh), Dr. Chaudry Wasim Iqbal, (District & Sessions Judge, Karachi East), Mr. Zahoor Ahmed Hakro, (District & Sessions Judge, District Malir), Mr. Ayaz Ahmed Jokhio (District



& Sessions Judge/ Anti-Terrorism Court, Karachi), Mr. Muhammad Hasan Akbar (Advocate General Sindh), Mr. Imdad Khoso (Former District & Sessions Judge), Mr. Ghulam Mustafa Memon (Former District & Sessions Judge), Mr. Abdul Razak (Former District & Sessions Judge), Mr. Ali Ahmed Baloch (Secretary to Government of Sindh, Law Department), Mr. Muhammad Touqeer Randhawa (Advocate High Court), Mr. Ghanwar Khan Laghari (Former Secretary), Muhammad Sohail Leghari (District Judge/Registrar High Court), Mr. Fahim Ahmed Khan (District & Sessions Judge/ Anti-Terrorism Court, Karachi), and Guest Speakers Ms. Shahla Qureshi, (AIGP Gender Crime and Human Rights Sindh), Ms. Nisha Rao (Advocate and Activist), Ms. Marvi Awan (Women Rights Advocate and Gender Trainer), Ms. Rida Hameed Saifee (Senior Program Anchor/Executive Producer-K21 News), Captain Tarana Saleem (First lady Pilot of Sindh Pakistan), Ms. Fatima Irfan (Jiu-Jitsu World Champion), Mr. Ali Gul Mallah (Pakistani Comedian & Actor), Ms. Sheema Kermani (Founder Tehrik-e-Niswan) Pakistani Classical Dancer and Social Activist, Ms. Ayat Shaikh (Play Back Singer), Ms. Safina Javed (CEO of the Peace & Development Organization (Sindh), Ms. Pushpa Kumari (Human Rights Defender hails.District Tharpakar), Ms. Nazia Naz (Serves as a Research Officer in the Human Rights Department, Government of Sindh), Mr. Bilawal Kumbhar (ASP, Inspectorate General Sindh Prisons Karachi). In the end, the Ombudsman (PHWWP), asked all those who were attending the Seminar to lend a helping hand to this institute in its mission to eliminate sexual harassment at workplace and in creating awareness among the masses especially the Working segment of the society.

KP Ombudsperson

Provincial Ombudsperson Khyber Pakhtunkhwa Joins as Chair of Panel Discussion on Advancing Gender Parity in the Justice Sector in Pakistan



Ms. Rukhshanda Naz, Provincial Ombudsperson Khyber Pakhtunkhwa, joins as chair of the panel discussion on “advancing gender parity in the justice sector in Pakistan: Achievements, challenges, and the future pathway.” This was a one-day reflection seminar held at the Marriott hotel Islamabad on the 15th of January 2025.

This seminar was conducted by Rozan in collaboration with the German Embassy Islamabad and UN Women Pakistan. Rozan has continued its partnership with UN Women to implement the project improving gender parity for strengthening gender-responsive justice in Pakistan. This initiative, running across 08 districts of Khyber Pakhtunkhwa and Balochistan,

KPK Ombudsperson Rukhshanda Naz Advocates Gender Equity in Workplace and Healthcare at KMU Seminar

Honourable Rukhshanda Naz, Provincial Ombudsperson of Khyber Pakhtunkhwa (KPK), delivered a compelling keynote address at a seminar titled “Gender Equity in Workplace and Healthcare”, organized by Khyber Medical University (KMU) in collaboration with the World Health Organization (WHO). In her address, H.E. Rukhshanda Naz emphasized the critical need for equitable opportunities and rights for all genders in professional and healthcare settings.



Highlighting the pressing challenges, she elaborated on the significant strides made by the KPK Ombudsperson’s office, including the implementation of robust legal frameworks, awareness campaigns, and institutional reforms designed to address gender-based disparities.

“Gender equity is not just a moral imperative but a societal necessity,” she stated. “Through targeted initiatives and collaboration with key stakeholders, we aim to create a more inclusive and fair environment for all.”

The seminar brought together healthcare professionals, policymakers, academics, and students to discuss practical strategies for fostering gender equity, particularly in underrepresented areas. The event underscored the importance of multi-stakeholder engagement in addressing systemic barriers to equality. This collaborative effort between KMU and WHO marks a significant step towards promoting awareness and actionable solutions in the region. The event concluded with a collective commitment to advancing gender equity through education, policy reform, and grassroots activism.

Baluchistan Ombudsperson

Hon'ble Saira Atta Assumes Charge as Acting Ombudsperson for Balochistan Ombudsperson Office



Hon'ble Saira Atta, a distinguished civil servant and advocate for women's rights, has been recently appointed as the Acting Ombudsperson for the Balochistan Ombudsperson Office for Protection Against Harassment at the Workplace. In this role, she will lead efforts to address and adjudicate cases of harassment, ensuring safer work environments for women across the province. Ms. Atta's career is marked by significant contributions to gender equality and women's empowerment in Balochistan. As the first female Secretary of the Women Development Department (WDD) in the province, she has been instrumental in formulating and implementing policies aimed at improving the socio-economic status of women. Her leadership was pivotal in the development of Balochistan's Gender Equality and Women's Empowerment Policy 2020-2024, which outlines strategic priorities for advancing women's rights in the region. Ms. Atta's academic credentials include an LLM degree from the United Kingdom, and she has been serving in the Balochistan bureaucracy since 1998. Her appointment as Acting Ombudsperson is expected to strengthen the province's commitment to enforcing the Balochistan Harassment against Women at Workplace Act, 2016, and to provide a robust mechanism for women to report and seek redress for workplace harassment.

OICOA in Media



Ombudswoman receives Lord of Wimbledon

19 Jan 2025 Created: 05:47 PM Last Updated: 05:47 PM Views: 656



DOHA NEWS

News

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Asmahan Qarjoui · January 26, 2025 · 2 minute read





Azerbaijani Ombudsperson sends open letter to Human Rights Watch

DOMESTIC POLICY

January 31, 2025 · 09:37



HABER
TURK

Emeklilik nedeniyle kesilen aile yardımı KDK aracılığıyla geriye dönük olarak ödendi

Kamu Denetçiliği Kurumu (KDK), emeklilik nedeniyle kesilen aile yardımı ödemesinin geriye dönük ödenmemesini hukuka aykırı bularak ödeme yapılması adına tavsiye kararı verdi. Kararla, başvurucuya geriye dönük ödeme yapıldı.

OICOA at Glance

Chief Ombudsman of Türkiye and President of the OIC Ombudsman Association, H.E. Mehmet Akarca, addressed the Turkish Grand National Assembly's Council Investigation Commission on Prevention of Violence and Discrimination Against Women, shedding light on Ombudsman Institution's efforts to combat this critical issue





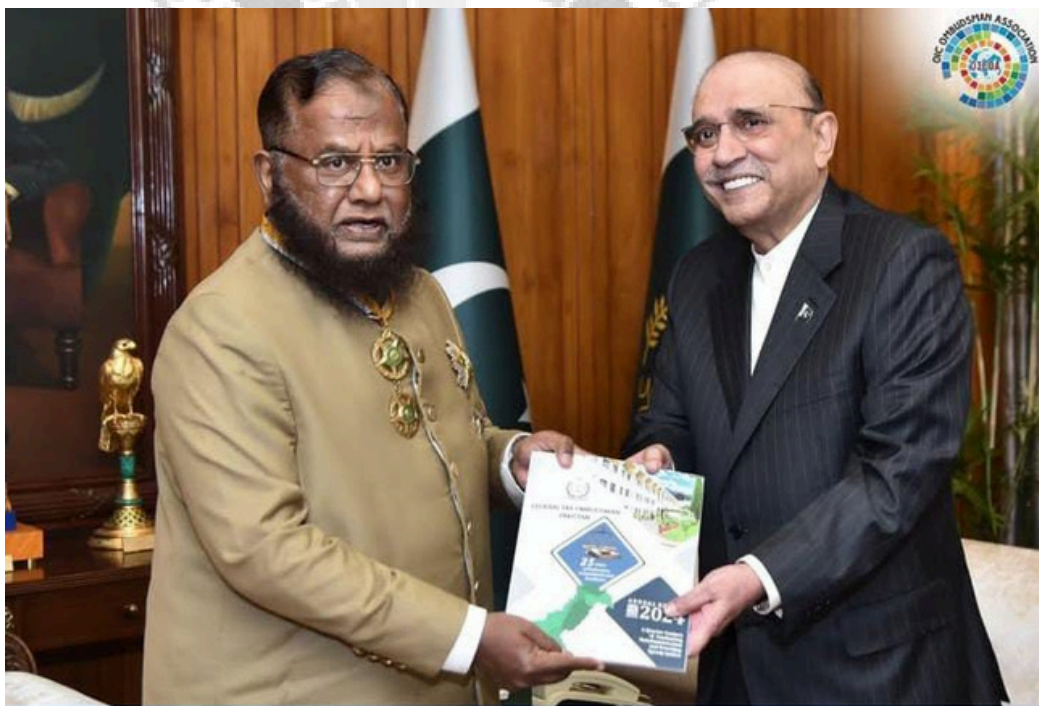
The Mediator of the Kingdom of Morocco, IOI First Vice-President, receives the President of the Court of Grievances of the Kingdom of Saudi Arabia



H.E. Ghada Hameed Habib, Ombudsperson of Bahrain and OICOA Board Member, received Lord Tariq Ahmad of Wimbledon, former Minister of State for the Middle East, North Africa, South Asia, and the United Nations at the UK Foreign, Commonwealth, and Development Office



Egyptian Attorney General Counselor Mohamed Shawky welcomed a Bahraini delegation led by OICOA Board Member and Ombudsperson of Bahrain H.E. Ghada Hamid Habib, at his office in Cairo.



Secretary General of OIC Ombudsman Association H.E. Dr. Asif Mahmood Jah presents the 2024 Annual Report of Federal Tax Ombudsman of Pakistan to Hon'ble President of Islamic Republic of Pakistan

Ms. Sabina Aliyeva, Human Rights Ombudsman of the Republic of Azerbaijan participated in the voting process and made observations



Forum of Pakistan Ombudsman Board Meeting







One day training workshop for students of Sandal Law College, Faisalabad at FTO Secretariat Islamabad



One day training workshop for students of Sandal Law College, Faisalabad at FTO Secretariat Islamabad



The Federal Ombudsman Mr. Ejaz Ahmed Quershi visited the Provincial Ombudsman Khyber Pakhtunkhwa Syed Jamal Ud Din Shah in Peshawar



Hon'ble Federal Ombudsperson for Protection Against Harrasment at Workplace, Ms. Fauzia Viqar with students of Law Students' Council during one day workshop on promoting Justice with FOSPAH: Tackling Harassment and Property Violations



Khuli Kacheri by KPK Ombudsperson



Federal Ombudsperson for Protection Against Harassment at the Workplace and OIC Ombudsman Association Member, H.E. Fauzia Viqar, met with Mohamed Yahya, the United Nations Resident Coordinator in Pakistan



The Federal Ombudsperson for Protection Against Harassment at Workplace, Ms. Fauzia Viqar, convening a meeting with provincial ombudspersons



Ombudsperson Sindh Organizes Seminar on occasion of National Working Women Day