



## 4th GENERAL ASSEMBLY & 12th BOARD MEETING

**TUE-WED MAY 13<sup>th</sup> & 14<sup>th</sup> 2024**

## TEHRAN, ISLAMIC REPUBLIC OF IRAN

### Top news

#### Iran to Host 4th General Assembly of OICOA in Tehran

The 4th General Assembly of the Organization of Islamic Cooperation Ombudsman Association (OICOA) approaches, scheduled to take place on May 13-14, 2025, in Tehran, the organizing committee has undertaken extensive planning to ensure the successful hosting of this international event.



#### Turkish Ombudsman Emphasizes Mediterranean Solidarity and Human Rights at International Conference in Italy

Turkiye's Public Supervisor General Mr. Mehmet Akarca, along with a delegation of experts from the Turkish Public Audit Institution, visited Italy as the guests of Mr. Marino Fardelli, Ombudsman of the Lazio Region.



#### H.E. Hassan Tariq Appointed as Mediator of the Kingdom of Morocco

His Majesty King Mohammed VI has appointed H.E. Hassan Tariq as the new Mediator of the Kingdom of Morocco, succeeding Hon'ble Mr. Mohamed Benalilou. This significant appointment underscores the Kingdom's commitment to reinforcing the rule of law and good governance through trusted and capable leadership.



#### Azerbaijan's Ombudsperson Urges Global Action as Armenian Landmine Terror Continues

Azerbaijan's Human Rights Commissioner (Ombudsperson) Honourable Sabina Aliyeva has called for global action as Armenia's landmine terror continues.



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#### Mozambique Ombudsman Finds 'breach' of law by Protestors, Police



Mozambique's justice ombudsman, Honourable Isaque Chande, recognised the legitimacy of the call for demonstrations, but pointed to the "voluntary breach" of the law by the police and the people during the post-election protests.



## Message From Secretary General

Dear Esteemed Members

This e-Newsletter highlights numerous developments of OIC Ombudsman Association. At first, I would like to invite all the member institutions to 4th General Assembly Meeting and 12th Board Meeting to be hosted by General Inspection Organization of Islamic Republic of Iran on 13th and 14th May 2025 in Tehran.

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) under whose leadership, these Meetings will be hosted. I congratulate H.E Hassan Tariq on his appointment as mediator of the Kingdom of Morocco. Furthermore, I 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.

Contribution from all the member institutions have been instrumental in shaping OICOA's current role and future direction.



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 all the worthy member institutions for their dedication in promoting the objectives of the OIC Ombudsman Association (OICOA).

As we eagerly await to be in Tehran for the upcoming 12th OICOA Board Meeting and 4th General Assembly Meeting in Tehran, which will be 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 Aghamohammadi, deputy for International Co operations, to ensure best possible arrangements for all the member institutions and their delegations.

President GIO has established six specialized committees to oversee every aspect of these meetings, which is nothing short of commendable leadership.



All the arrangements are made reflecting Persian hospitality. I hope all the Ombudsmen and their delegates will have a great time during these meetings.

**Almas Ali Jovindah**  
Executive Secretary, OICOA



## OICOA Journey

# United for Justice: The Journey of the OIC Ombudsman Association

*By Neelum Shujauddin*

Some ideas are born not out of urgency, but from enduring conviction — the belief that shared values, when institutionally anchored, can lead to lasting cooperation. The OIC Ombudsman Association was one such idea: a vision shaped by the collective wisdom of OIC Member States, committed to strengthening accountability and administrative fairness through dialogue, mutual support, and institutional exchange. Conceived as a platform — not of uniformity, but of unity — OICOA now connects ombudsman institutions across continents, legal systems, and administrative traditions. What began as a resolution has grown into a vibrant network — one that continues to translate vision into action, and shared purpose into measurable impact.

This is the story of how that vision was realized — and how, in just a few years, the Association has emerged as a dynamic and unifying force among its member institutions.

The foundation of OICOA found its formal footing in Resolution No. 4-39, adopted during the 39<sup>th</sup> Session of the OIC Council of Foreign Ministers in Djibouti on November 17, 2012, which called for the establishment of a mechanism for connecting Ombudsman institutions across the Islamic world. Answering that call, the inaugural OICOA Conference was convened in Islamabad, Pakistan in 2013 — a seminal event that brought together representatives from across OIC Member States and laid the foundation for what would become the OICOA in 2014.

While the vision remained alive in spirit, the institutional framework matured gradually, culminating in the formal operation of the OICOA Secretariat in 2022. In the short span since, the Association has transformed intent into impact — by forging partnerships, strengthening institutional capacities, and positioning itself as an emerging force for advancement and protection of human rights and championing best ideals of ombudsmanship across the Islamic nations. OICOA today is not merely a continuation of its founding ideals — it is a living, evolving testament to what collective will and institutional cooperation can achieve.

Today, the OIC Ombudsman Association stands as a network of 24 member countries and institutions, representing a diverse cross-section of the Islamic world. From West and Central Asia, members include the Republic of Türkiye, the Republic of Azerbaijan, the Kingdom of Bahrain, the Islamic Republic of Iran, and the Hashemite Kingdom of Jordan. In South and Southeast Asia, the Association draws active engagement from the Islamic Republic of Pakistan, Republic of Indonesia, and the People's Republic of Bangladesh, and the — home to some of the region's most experienced ombuds institutions.

Across North and Sub-Saharan Africa, the Association is represented by the Kingdom of Morocco, Tunisia, Libya, Senegal, Sudan, Burkina Faso, Benin, Togo, Guinea, Côte d'Ivoire, Mozambique, Uganda, Djibouti, and The Gambia. Turkish Republic of Northern Cyprus also forms part of the OICOA from Eastern Mediterranean Region.



At the helm of the OIC Ombudsman Association stands a distinguished Board — a collective of esteemed ombudsmen and oversight leaders representing the rich institutional experience and diversity of the OIC Member States.

At the helm is His Excellency Mehmet Akarca, Chief Ombudsman of the Republic of Türkiye, who currently serves as the President of OICOA. His Excellency Justice Dr. Zabiullah Khodaeian, President of the General Inspection Organization of the Islamic Republic of Iran, who holds the position of Vice President. The Secretariat is led by His Excellency Dr. Asif Mahmood Jah, Federal Tax Ombudsman of the Islamic Republic of Pakistan, who serves as Secretary General. The Board also includes Her Excellency Sabina Aliyeva, Human Rights Commissioner of the Republic of Azerbaijan; Her Excellency Ghada Hameed Habib, Ombudsperson of the Kingdom of Bahrain; His Excellency Hassan Tariq, Mediator of the Kingdom of Morocco; and His Excellency Mokhammad Najih, Chairman of the Ombudsman of the Republic of Indonesia. Coordinating the operational functions of the OIC Ombudsman Association is Hon'ble Almas Ali Jovindah, who is currently serving as Executive Secretary of OICOA. Together, these leaders guide the strategic direction of the Association and represent the collective voice of OICOA's diverse membership.

The Ombudsman Institution of the Republic of Türkiye has played a pivotal role in shaping the growth and strategic direction of the OIC Ombudsman Association. From the earliest stages, Türkiye has demonstrated steadfast commitment to the Association's institutional development — actively participating in meetings, shaping key agendas, and helping lay the foundation for the OICOA International Exchange-Based Internship Program and the OICOA Specialized Training Program. Under the leadership of the former Chief Ombudsman, Hon'ble Şeref Malkoç, Türkiye hosted the 3<sup>rd</sup> General Assembly and 9<sup>th</sup> Board Meeting of OICOA in Istanbul, a turning point where many of the Association's flagship projects were envisioned and initiated.

Beyond its organizational leadership within OICOA, Türkiye's Ombudsman Institution has stood out globally for its advocacy in humanitarian justice. It has been a consistent and powerful voice for the rights of innocent Palestinians, publishing regular and detailed special reports on the humanitarian crisis in Gaza, covering themes such as war crimes, child rights violations, and the legal status of blockades. These reports have been disseminated internationally to raise awareness and influence dialogue on justice and peace. In recent years, the Institution has also strengthened its global presence through strategic partnerships. One notable development was the Memorandum of Understanding signed with the National Human Rights Committee of Qatar in January 2025, which set a framework for cooperation on human rights promotion, joint training workshops, and international seminars.

Under the leadership of current Chief Ombudsman of Türkiye and President of OICOA H.E. Mehmet Akarca, the Institution continues to lead by example by regularly organizing ombudsman conferences, participating in international oversight forums, and contributing to legal reform dialogues both within Türkiye and abroad.



As Secretary General of the OIC Ombudsman Association, H.E. Dr. Asif Mahmood Jah has played a central role in operationalizing and advancing the Association's institutional mandate. Under his leadership, the Secretariat has taken on a more active and strategic role within the Association.

Dr. Jah hosted the 10<sup>th</sup> OICOA Board Meeting in Islamabad, a key moment that allowed member states to review progress and align on future initiatives. He has contributed to the design and rollout of core programs such as the OICOA International Internship Program and Specialized Training Sessions, thus helping establish a framework for peer learning and institutional development among OICOA Member Institutions. As the Federal Tax Ombudsman of Pakistan, H.E. Dr. Asif Mahmood Jah has led one of the country's most crucial public accountability institutions with a focus on efficiency, accessibility, and citizen centric service for the aggrieved taxpayers of Pakistan. Since his appointment, he has introduced a series of administrative reforms aimed at streamlining the complaint resolution process and reducing procedural delays.

What truly distinguishes Dr. Jah is his deep-rooted humanitarian spirit. He is the Founder and Patron-in-Chief of the Customs Healthcare Society (CHCS) — a charitable organization that has delivered medical care to hundreds of thousands of underserved individuals across Pakistan and disaster-hit regions beyond.

As a Board Member of the OIC Ombudsman Association, H.E. Sabina Aliyeva has been an active and consistent contributor to the Association's development. Her diplomatic engagement has been particularly valuable in advancing key initiatives such as 'Seeking Affiliated Institution Status with OIC' where she has lent strong institutional backing and regional support.

Ms. Aliyeva serves as the Human Rights Commissioner of the Republic of Azerbaijan, where she leads the country's independent oversight body responsible for protecting civil, political, economic, and social rights. Under her leadership, the institution has expanded its outreach, strengthened complaint-handling mechanisms, and advanced dialogue with international human rights partners.

In 2024, her office organized a major international conference in Baku on climate change and human rights, drawing participation from experts, ombudsmen, and international institutions. The event focused on the human impact of environmental crises — including displacement, resource vulnerability, and the rights of future generations — positioning Azerbaijan as a regional leader in connecting environmental policy with human rights protection.

As a Board Member of the OIC Ombudsman Association, H.E. Ghada Hameed Habib has been an active and committed contributor to the Association's growth. She played a key role in the successful execution of the first OICOA Specialized Training Program. Her active involvement has not only strengthened Bahrain's presence in the Association but has also contributed to OICOA's evolving professional framework. At the national level, Ghada Hameed Habib holds the distinction of being the first woman appointed as Ombudsperson in Bahrain and across the Gulf Cooperation Council (GCC). She currently heads the Independent Ombudsman Office for the Ministry of Interior of Bahrain, where she has led substantial reforms in oversight, detainee rights, and institutional transparency. Her work has included developing inspection standards for places of detention in alignment with UN rules and international human rights treaties.



As a Board Member of the OIC Ombudsman Association, H.E. Mokhammad Najih has been a consistently active and engaged voice within the Association's leadership. Representing the Republic of Indonesia, he has participated in strategic planning discussions, supported cross-border collaboration, and contributed to the development of OICOA's institutional programs.

In his national role, Dr. Najih has led one of the region's most active ombuds institutions, with a strong track record of resolving high-impact public grievances. One of his most notable recent achievements was the successful resolution of a long-standing land ownership and profit-sharing dispute involving 1,400 transmigrant families in the Nunukan Regency of Indonesia. Under his guidance, the Ombudsman mediated a solution that ensured each family received direct management rights over designated land and equitable profit from plasma plantations — a model now being recognized nationally for its governance and social impact.

The Institution of the Mediator of the Kingdom of Morocco has emerged as a pillar of strength within the OIC Ombudsman Association. With a clear focus on cooperation and international outreach, the institution played a pivotal role in the launch of the OICOA International Internship Program, developed in partnership with the Federal Tax Ombudsman of Pakistan.

This vision was carried forward under the leadership of H.E. Mohamed Benalilou, former Mediator of Morocco, whose contributions have extended far beyond national borders. As an active Board Member of OICOA, he consistently advocated for stronger global representation of ombudsman institutions. His diplomatic engagement reached its height when he delivered a keynote address at the United Nations in New York in 2024, during a High-Level Panel on the implementation of the landmark UNGA Resolution on the role of Ombudsman and mediator institutions in promoting human rights, good governance, and the rule of law. Benalilou was not merely a participant in the resolution's adoption — he was one of its key proponents as well.

His influence was further cemented when he was selected as the First Vice President of the International Ombudsman Institute (IOI). From strengthening institutional standards to expanding international alliances, H.E. Benalilou has helped position both Morocco and OICOA as a formidable force for the visibility of ombudsmen, worldwide.

The Islamic Republic of Pakistan holds a central position within the OIC Ombudsman Association, represented through a broad and dynamic network of twelve federal and provincial ombudsman institutions — the largest national contingent within OICOA. At the federal level, Pakistan is home to a well-established and diversified ombudsman framework, comprising five distinct institutions, each addressing a specialized area of public concern. These include the Wafaqi Mohtasib (Federal Ombudsman), Federal Tax Ombudsman, Federal Insurance Ombudsman, Federal Banking Ombudsman, and the Federal Ombudsperson for Protection Against Harassment. Together, they represent a unique and comprehensive model of sectoral oversight — handling grievances related to government services, taxation, financial institutions, workplace harassment, and insurance practices.

Pakistan's participation in the OIC Ombudsman Association is further enriched by the active membership of its provincial ombudsman institutions, each playing a critical role in advancing public accountability and administrative justice at the grassroots level. From Punjab, Sindh, Balochistan, and Khyber Pakhtunkhwa, to Azad Jammu and Kashmir, these offices serve as vital access points for citizens seeking redress against maladministration in provincial departments and services.



Within the OIC Ombudsman Association, these federal and provincial ombudsman bodies from Pakistan contribute a wealth of experience, technical specialization, and a structured approach to best practices of ombudsmanship, hence enriching OICOA's collective expertise and reinforcing Pakistan's leadership in ombudsman innovation across the Islamic world.

Another valuable member of OICOA is H.E. İlkan Varol who currently serves as the Ombudsperson of the Turkish Republic of Northern Cyprus, where she oversees the protection of administrative justice, human rights, and the rule of law within the TRNC's public sector. Her office works to investigate public grievances, monitor fairness in government practices, and strengthen transparency within administrative procedures. Through her active participation in OICOA, she helps ensure that Northern Cyprus remains part of the broader dialogue on good governance and rights-based administration within the Islamic world.

Africa holds a significant and diverse presence within the OIC Ombudsman Association, with 14 member countries contributing to the Association's growing footprint across the continent. From North Africa, countries like the Kingdom of Morocco, Tunisia, and Libya bring longstanding institutional experience and legal traditions rooted in both civil and Islamic jurisprudence. In West Africa, members including Senegal, Sudan, Burkina Faso, Benin, Togo, Guinea, Côte d'Ivoire, and The Gambia represent a broad spectrum of administrative structures and citizen redress systems, each offering unique models of governance.

Further east and south, Mozambique, Uganda, and Djibouti expand OICOA's engagement into regions where ombudsman institutions are playing a growing role in promoting justice, transparency, and human rights. Collectively, these African members reflect the geographic breadth, cultural richness, and institutional variety that define the Association. Their participation ensures that the voice of the African continent remains integral to OICOA's mission of cooperative governance and regional solidarity.

Over the past three years, the OIC Ombudsman Association has undergone a period of measured revival and institutional consolidation, transforming vision into structured capability. After a period of dormancy, the OICOA Secretariat was formally reactivated in 2022, with its permanent headquarters established in Islamabad, Pakistan. Under the leadership of Secretary General H.E. Dr. Asif Mahmood Jah and Executive Secretary Almas Ali Jovindah, a dedicated Secretariat team was mobilized to provide operational continuity, programmatic support, and sustained engagement with member institutions — repositioning the Secretariat as the administrative backbone of the Association.

A key feature of this renewed momentum has been the regular convening of OICOA Board Meetings and General Assemblies, which have provided member institutions with consistent opportunities to assess progress, align strategic objectives, and reinforce the spirit of multilateral cooperation.

With restored functionality came renewed visibility. OICOA introduced a monthly e-newsletter, offering regular updates, institutional news, and knowledge-sharing features. In parallel, the Secretariat launched official social media channels and a dedicated web portal, enhancing transparency, outreach, and connectivity across its regional and international partners. Among its landmark achievements, OICOA inaugurated the International Internship Program — a flagship initiative designed to promote cross-institutional learning and youth engagement. The first cohort of interns was successfully placed through a collaboration between the Institution of the Mediator of Morocco and the Federal Tax Ombudsman of Pakistan, setting a precedent for experiential exchange within the OICOA framework.



Furthering its commitment to capacity-building, OICOA initiated its Specialized Training Series — structured modules aimed at strengthening institutional competencies among senior officers. The inaugural training was conducted for delegates from the Office of the Ombudsperson of Bahrain, hosted in Islamabad by the Federal Tax Ombudsman. A reciprocal training visit later brought FTO officials to Bahrain for applied institutional learning. A subsequent session was jointly conducted between the Mediator of Morocco and the Ombudsperson of Bahrain, underscoring the growing interconnectivity between member institutions.

As part of its core commitment to institutional strengthening and knowledge sharing, the OIC Ombudsman Association has established a robust framework for Specialized Training Sessions and Thematic Webinars, designed to equip officers of member institutions with practical tools, comparative insights, and technical know-how. Between 2023 and APRIL 2025, the OICOA Secretariat has successfully coordinated a series of fourteen targeted sessions, delivered by senior officers, distinguished bureaucrats, and scholars from across the OICOA membership.

These sessions have covered a wide spectrum of themes central to modern ombudsman practice — from the role of ombudsmanship in light of Islamic values, to investigation methods, drafting of recommendations, complaint management systems, and alternate dispute resolution mechanisms. Taken together, these developments signify OICOA's evolution from an emerging platform to a mature, proactive network — one that is not only responsive to the needs of its members but also aligned with the broader values of cooperative governance, justice, and administrative integrity across the OIC region.

A defining development in the most recent journey of the OIC Ombudsman Association has been its formal pursuit of affiliated institution status within the Organization of Islamic Cooperation (OIC). Recognizing the strategic importance of such a designation, the OICOA Secretariat in Islamabad undertook a coordinated institutional effort to initiate the affiliation process. Through the facilitation of the Ministry of Foreign Affairs of Pakistan, a formal application was submitted to the OIC General Secretariat in Jeddah.

What followed was a period of focused diplomatic engagement — marked by quiet consensus-building, multilateral consultations, and the active support of several member institutions. These combined efforts have now borne fruit: the application has been successfully endorsed by the Senior Officials Meeting (SOM), and is now on the agenda for final adoption at the 51<sup>st</sup> Session of the Council of Foreign Ministers (CFM), to be held in Türkiye in June 2025.

This institutional milestone reflects not only the growing maturity of OICOA, but the shared recognition among OIC Member States of the role ombudsman institutions play in promoting good governance, administrative fairness, and the rule of law. The Association expresses its deep appreciation to all member institutions for their sustained support and commitment to this collective achievement — a step that positions OICOA for deeper integration and greater contribution within the OIC framework.

Every institution begins with a charter. But it is the people and their resolve, their principles, their willingness to listen, that give it life. The progress of the OIC Ombudsman Association is not the work of any one institution, but the shared achievement of many. To all member countries and institutions, whose commitment, cooperation, and continued engagement have shaped this journey — we extend our deepest appreciation. Your voices, your experiences, and your belief in collective progress have made OICOA not just an association, but a community. As we look to the future, it is this spirit of partnership: principled, inclusive, and enduring - that will continue to guide us forward.



## 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 the OICOA logo, which is a circular emblem with a globe in the center and the acronym 'OICOA' overlaid. Below the main title, on the left side, is a light blue box containing the text '4th General Assembly' in white. To the right of this box is a large circular graphic of the Iranian flag, featuring horizontal stripes of green, white, and red, with the national emblem in the center. Below the flag, on the left side, is another light blue box containing the text 'Ombudsman: Comprehensive Accountability, Just Governance; Convergence of Islamic Ummah' in white. To the right of this box is a light blue box containing the text '12th BOARD OF DIRECTORS MEETING' in white. At the bottom center, a large white box contains the text 'May 13 & 14 2025' in dark blue. At the very bottom, a light blue box contains the text 'Tehran, Islamic Republic of Iran' in dark blue. The poster is decorated with subtle geometric patterns and dots.



## Training Session

### OICOA conducts Training Session on Iran Technological Innovations in Managing Public Complaints

The OIC Ombudsman Association (OICOA) conducted a specialized training session titled “Iran's Innovations in Using Technology to Manage Public Complaints,” spotlighting the integration of advanced IT and AI tools in public grievance redressal systems.

The session was moderated by Dr. Arslan Subuctageen, Director General of OICOA Trainings, and featured Mr. Mahdi Hedayatfar, Director General of Technology and Information Analysis at the General Inspection Organization of the Islamic Republic of Iran, as the lead trainer.

Mr. Hedayatfar delivered a comprehensive presentation on how Iran is pioneering the use of artificial intelligence and information technology in improving the responsiveness

and efficiency of Ombudsman Institutions. He emphasized that technology is no longer a luxury but a necessity in managing large volumes of public complaints effectively and transparently.

A highlight of the session was Iran's deployment of the Hatef robot, an AI-powered system designed to enhance public engagement and automate the complaint-handling process. According to Mr. Hedayatfar, the Hatef robot performs several crucial functions:

- Answers complaint phone calls automatically, ensuring 24/7 availability.
- Converts voice conversations to text, making records easier to store and analyze.
- Registers complaints automatically, reducing the need for human intervention.
- Detects and filters inappropriate language, including swearing and abusive content.
- Provides voice responses to citizens, delivering instant feedback and instructions.

These innovations, Mr. Hedayatfar noted, are part of a broader strategy to increase transparency, efficiency, and public trust in government institutions by ensuring every voice is heard and responded to swiftly.

Participants from various OIC member countries attended the virtual session and engaged in a lively Q&A on the practical challenges and potential of adopting similar technologies in their own national Ombudsman offices.

This training marks another milestone in the OICOA's ongoing efforts to foster collaboration and knowledge-sharing among member states, especially in the area of digital transformation for public service.





## OICOA Affiliation Status with OIC:- Draft Resolution Put for Formal Adoption at OIC's 51st CFM Session in Türkiye

A defining development in the most recent journey of the OIC Ombudsman Association has been its formal pursuit of seeking an affiliated institution status with the Organization of Islamic Cooperation (OIC). Recognizing the strategic importance of such an affiliation, the OICOA Secretariat in Islamabad undertook a coordinated institutional effort to initiate the affiliation process.

What followed was a period of focused diplomatic engagement which was marked by consensus-building, multilateral consultations, and the active support of

several OICOA Member Institutions. These combined efforts have now borne fruit: as the application has been successfully considered and a draft resolution has been adopted by the Senior Officials Meeting (SOM) at Jeddah on APRIL 30<sup>th</sup>, and is now placed on the agenda for final and formal adoption at the 51<sup>st</sup> Session of the Council of Foreign Ministers (CFM), to be held in Türkiye in June 2025.

The progress of the OIC Ombudsman Association is not the work of any one institution, but the shared achievement of many. To all member countries and institutions, whose commitment, cooperation, and continued engagement have shaped this journey — we extend our deepest appreciation. As we look to the future, it is this spirit of principled, inclusive, and enduring partnership, that will continue to guide us forward.

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## Provincial Ombudsman Sindh, Pakistan Appointed as Vice Chair of UN Working Group of IOA

Pakistan's Provincial Ombudsman of Sindh and OIC Ombudsman Association Member, H.E. Dr. Muhammad Sohail Rajput, has been appointed as the Vice Chair of the United Nations Working Group of the International Ombudsman Institute (IOI). The UN Working Group of the IOI serves as a specialized body within the IOI, dedicated to enhancing the visibility, relevance, and formal status of ombudsman institutions in the UN system. Its primary objective is to forge institutional linkages between IOI members and the UN, ensuring that the role of independent oversight bodies is formally acknowledged and inter-agency meetings, while also coordinating advocacy efforts to ensure ombudsman perspectives are integrated into UN policy discussions.

He will be instrumental in developing frameworks and action plans to help IOI member institutions-particularly those from the Global South-meet the criteria for UN partnerships or observer roles. Additionally, he is anticipated to strengthen South-South cooperation among ombudsman offices through UN-linked capacity building and knowledge exchange initiatives. Dr. Rajput brings to this role a strong background in administrative and institutional reform, rooted in decades of public service in Pakistan. His leadership is expected to significantly contribute to integrated into UN frameworks concerning human rights, good governance, sustainable development, and administrative justice. As Vice Chair, Dr. Rajput is expected to play a strategic leadership role by representing the IOI's mission in UN forums and the institutional elevation of the IOI within the global governance landscape.





## Executive Secretary OIC Ombudsman Association H.E Almas Jovindah Participates in IOI-Working Group's Virtual Meeting



Executive Secretary of OIC Ombudsman Association and Advisor (Legal) Federal Tax Ombudsman of Pakistan, Mr. Almas Ali Jovindah, participated in the virtual meeting of the IOI-UN Working Group held on APRIL 8, 2025. Chaired by Ombudsman Songsak Saicheua of Thailand, the meeting brought together ombudsmen and institutional leaders from across continents to chart the strategic direction of the International Ombudsman Institute (IOI) and its engagement with the United Nations for the 2024-2028 term. Representing the Federal Tax Ombudsman of Pakistan, Mr. Jovindah contributed to discussions focused on aligning ombudsman institutions' work with Sustainable Development Goal 16, which promotes peace, justice, and strong institutions. During his address, Mr. Jovindah placed particular emphasis on the importance of raising the visibility of ombudsman institutions within the UN system. The meeting covered key agenda items including the formal confirmation of the Chair and Vice-Chairs of the Working Group, a review of past initiatives (2018-2024), and the planning of future global actions in the fields of human rights, good governance, and the rule of law.



## ACTIVITIES OF OICOA MEMBERS

### Türkiye

## Turkish Ombudsman Emphasizes Mediterranean Solidarity and Human Rights at International Conference in Italy

Türkiye's Public Supervisor General Mr. Mehmet Akarca, along with a delegation of experts from the Turkish Public Audit Institution, visited Italy as the guests of Mr. Marino Fardelli, Ombudsman of the Lazio Region. Mr. Akarca, who is the 45th Ombudsman of the Lazio Region to host such events, participated as a keynote speaker in the international conference titled "Commitment, Innovation, and Future".

In his address, Mr. Akarca presented the mission and activities of the Turkish Public Audit Institution, underscoring its role in enhancing service quality, promoting good governance, advancing human rights, and fostering a culture of legal recourse.



Highlighting the importance of international collaboration, Mr. Akarca stated:

"Our cooperation and solidarity are crucial for ensuring peace, stability, and prosperity in the Mediterranean, and for strengthening democracy and human rights—not just in our region, but globally." He also drew attention to the ongoing humanitarian crisis in Gaza, describing it as a profound tragedy.

"Since October 7, 2023, 50,000 innocent civilians, 70 percent of whom are women and children, have lost their lives in Gaza," he said. "This is not only a humanitarian disaster, but a moral test for all of humanity—one that calls for a united global response." The visit underscores growing cooperation between Mediterranean ombudsman institutions, aiming to build stronger democratic systems and promote human rights through shared experience and dialogue.



## Azerbaijan

### Azerbaijan's Ombudsperson Urges Global Action as Armenian Landmine Terror Continues

Azerbaijan's Human Rights Commissioner (Ombudsperson) Honourable Sabina Aliyeva has called for global action as Armenia's landmine terror continues.

"As a result of Armenia's ongoing landmine terror, innocent people are losing their lives and health. Today, four Azerbaijani citizens, including children, were seriously injured in landmine explosions in Jabrayil and Aghdam. This tragedy further reveals that the threat of landmines still persists in the region and that the lives of innocent people remain constantly at risk," Aliyeva said in a statement.

The ombudsperson pointed out that since 2020, 392 people have been killed or wounded by landmines planted by Armenia, as well as unexploded military ordnance. This is a serious issue that affects people not only physically, but also psychologically and socially.

"The landmines buried in our territories during the occupation pose a major obstacle to the establishment of lasting peace in the region.



International cooperation and assistance are crucial to addressing this threat."

"Furthermore, the humanitarian situation in areas contaminated by Armenia's landmines must be taken seriously, and holding Armenia accountable under international law remains an important obligation for relevant international bodies. The deliberate planting of landmines constitutes a grave violation of human rights and seriously hinders the restoration of peace and security in the region," she added.

Ombudsperson Aliyeva called on the international community to recognize the urgency of demining efforts, to support Azerbaijan's ongoing landmine clearance activities, and to hold Armenia accountable for the intentional and widespread placement of landmines.

On APRIL 6, as a result of landmine explosions in the Jabrayil and Aghdam districts, four people were injured. In the first case, an employee of the Azerbaijan Mine Action Agency (ANAMA) was injured, in the second - three members of one family. Moreover, a soldier of Azerbaijan's State Border Service, Asgar Musazada, tragically lost his life as a result of a landmine explosion in Jabrayil district.



## Bahrain

### Bahrain's Ombudsperson Honourable Ghada Hamid Habib participates in Workshop

Her Excellency Ghada Hamid Habib participated today in a workshop organized by both my ministries of the interior and foreign as part of a series of preparatory workshops organized by the Ministry of Foreign Affairs for the preparation of the National Plan for Human Rights for the years 2027-2031 AD, and this workshop came under the theme "Establishment of justice and law enforcement: new horizons for the promotion of human rights". Attended by five of his excellency, honorable ministers and senior officials of the involved parties, it included four diverse sessions each with several topics, the



Secretary-General for Darkness spoke at the fourth session (National Equitation Mechanisms and their Role in Promoting Transparency) on "The Role of the Public Secretariat for Darkness in Promoting Transparent and Human Rights". In this context, Her Excellency Mrs. Ghada Hamid Habib confirmed that the General Secretariat for oppression has been suppressed since its establishment in July 2013, on the issue of comprehensive annual reports that include the sum of its works and activities during a year, and also include the most important data, information and statistics on the oppression received and what has been done, with the keenness to consider transparency on the part. To maintain privacy and confidentiality of information, on the other hand, statistics published by the General Secretariat in its annual reports indicate increased confidence of the public in its performance, effectiveness and independence, most of them were requests for help of about 68%, which are blackouts that do not include claims of a hurtful act or violation of the laws, but related to requests to meet Individual or group needs of the discharge groups, reserve and detainees, and the vast majority of these requests and for approximately 95% have been resolved through settlement. The Secretary-General of the Darkness also stated in her participation that the Darkness Secretariat followed a professional approach based on promoting the principle of transparency when preparing its annual reports not only at the level of published figures and statistics, but also by declaring and illustrating the mechanism of investigations carried out by publishing samples of some of those investigations, saying that this A unique approach of its kind on the level of many international curfew organizations.



## Morocco

### H.E. Hassan Tariq Appointed as Mediator of the Kingdom of Morocco

His Majesty King Mohammed VI has appointed H.E. Hassan Tariq as the new Mediator of the Kingdom of Morocco, succeeding Hon'ble Mr. Mohamed Benalilou. This significant appointment underscores the Kingdom's commitment to reinforcing the rule of law and good governance through trusted and capable leadership.

Prior to his appointment, Mr. Tariq served as Morocco's Ambassador to Tunisia since 2019, where he was recognized for strengthening bilateral relations and representing Moroccan diplomacy with distinction.



In addition to his new role as the national Mediator, Mr. Tariq has also been appointed as a Board Member of the Organisation of Islamic Cooperation (OIC) Ombudsman Association, further extending Morocco's influence and engagement on regional governance and mediation platforms.

A distinguished academic, Mr. Tariq holds a PhD in Public Law from Mohammed V University in Rabat. He has contributed extensively to the academic community, particularly by coordinating a national network of department heads in public law and political science—a role that reflects his dedication to institutional development and legal education in Morocco.

Mr. Tariq's appointment comes at a pivotal time for the Kingdom as it continues to advance institutional reform, transparency, and citizen-centered administration.



## Iran

### Iran to Host 4th General Assembly of OICOA in Tehran

The 4th General Assembly of the Organization of Islamic Cooperation Ombudsman Association (OICOA) approaches, scheduled to take place on May 13-14, 2025, in Tehran, the organizing committee has undertaken extensive planning to ensure the successful hosting of this international event. The Parsian Esteghlal Hotel in Tehran has been designated as the official venue for both the accommodation of distinguished guests and the assembly's sessions. The official slogan of the 4th OICOA General Assembly is: "Ombudsman: Comprehensive Accountability, Just Governance; Convergence of Islamic Ummah." This slogan reflects the commitment of OICOA member states to strengthening accountability, promoting justice-driven governance, and fostering



unity among the Islamic nations. The event is being meticulously coordinated under the direct supervision of the Head of the Organizing Committee (Vice President of GIO) and the Secretary of the Organizing Committee (Director General of the Office of the President of GIO).

One of the key organizational tasks has been coordinating flight arrangements for the heads of the participating delegations and ensuring seamless reception and hospitality services. Comprehensive measures have been put in place to facilitate airport reception, transportation to the Parsian Esteghlal Hotel, and providing high-standard protocol services for all esteemed guests.

In addition to the official sessions, cultural, historical, and sightseeing tours of key attractions in Tehran have been arranged as part of the side programs. Furthermore, online training courses will be conducted for representatives of ombudsman institutions from OICOA member states, fostering knowledge enhancement and experience-sharing among participating officials.



## Mozambique

### Mozambique Ombudsman Finds 'breach' of law by Protestors, Police



Mozambique's justice ombudsman, Honourable Isaque Chande, recognised the legitimacy of the call for demonstrations, but pointed to the "voluntary breach" of the law by the police and the people during the post-election protests.

"The promoters of the demonstrations are doing so legitimately and based on their constitutional consecration. On the other hand, the Police [PRM], as the entity responsible for security and public order, still doesn't seem familiarised with or prepared to deal with this new reality, which we can't turn a blind eye to," said Isaque Chande.

Honourable Chande was speaking in Maputo at the opening of a round table on the theme of "Re-establishing Dialogue and Trust between Citizens, Police and Justice in the Context of Post-Election Demonstrations". The justice ombudsman noted that the Constitution of the Republic proposes, among other things, the "close" observance of citizens' fundamental rights and freedoms by the police, while at the same time imposing compliance with obligations, such as the legislation on the right to demonstrate.

Honourable Isaque Chande pointed to non-compliance with the law as one of the causes of the violence during these protests: "We are fully convinced that the problems we are experiencing in terms of exercising the right to freedom of assembly and demonstration are partly the result of a lack of voluntary compliance with the law, both on the part of citizens and the police."

At the same event, organised by the Institute for Multiparty Democracy (IMD) in partnership with the Ombudsman's Office and the National Human Rights Commission, the first deputy commissioner of the PRM, Fabião Nhancololo, said that the demonstrations that took place all over the country following the general elections on 9 October were not notified to the authorities. "We've all sometimes seen calls for demonstrations via WhatsApp and other means. There was a lack of communication, both from the administrative authorities and the police," said the source, adding that this made it difficult to say how secure the protests were. Mozambique has been experiencing severe social unrest since October, with demonstrations and stoppages called by former candidate Venâncio Mondlane, who rejects the election results of 9 October, which gave victory to Daniel Chapo.



## 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 Razaqabad 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 EWPR 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.

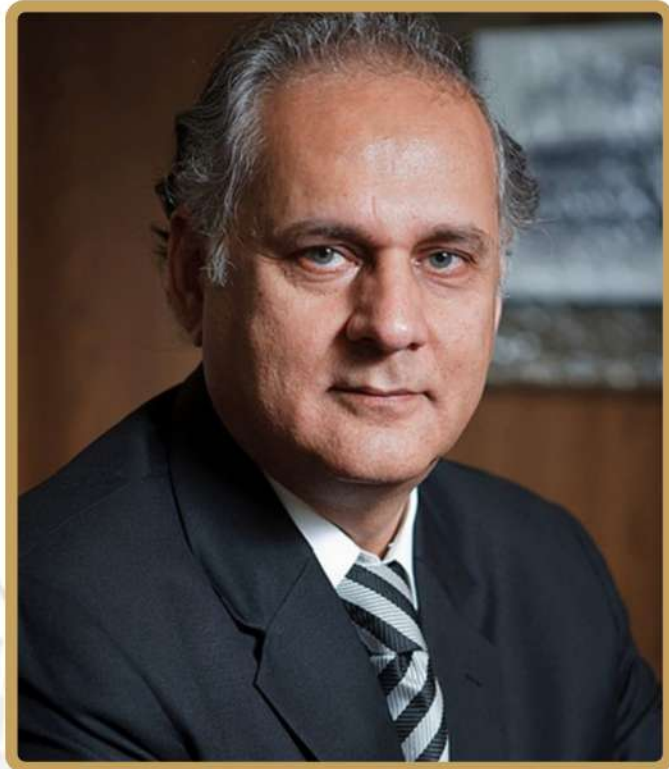
The committee will organize awareness seminars in colleges, universities, press clubs, and chambers of commerce throughout the year. Additionally, open courts will be held in rural areas to engage with communities at the grassroots level.

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) Shah Nawaz 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

### Daily Express Your local voice since 1963

#### Set up independent ombudsman to deal with graft: Warisan

By: Mohd Izham Bin Hashim

Kota Kinabalu: The State Government must take decisive action against corruption by establishing an independent ombudsman system and strengthening whistleblower protection laws in the state, said Moyog Assemblyman Datuk Darell Leiking.

Leiking was responding to recent comments made by Malaysian Anti-Corruption Commission (MACC) Chief Commissioner Tan Sri Azam Baki, who referred to Sabah as among the "gold mine" for corruption cases post-Covid-19, a label Leiking described as "deeply embarrassing" and a reflection of deeper issues in the State.

"Sabahans deserve better. We need a truly independent ombudsman, someone or a body with the authority to report directly to the State Assembly," Darell said during his debate speech at the State Legislative Assembly Monday.

"This institution must allow the public to lodge complaints without fear, and the government must enact laws to protect whistleblowers within Sabah itself, even if it slightly overlaps with federal enforcement."

Darell, who is also Warisan Deputy President, believes cleaning up Sabah's governance is essential to restoring public confidence and attracting meaningful investments.

Additionally, Darell also raised concerns about the management of Sabah's mineral wealth, questioning why valuable resources such as lithium, cobalt, and other strategic minerals are being handed to private companies instead of being developed through state-owned entities.

"Our mineral assets belong to the people of Sabah. There is no reason why private companies should be given priority over state bodies like Yayasan Sabah or government-linked companies (GLCs)," he said.

He urged the State Government to reconsider its resource management approach, suggesting that Sabah has the capacity to raise funds and bring in expertise to manage these resources independently.

The Moyog Assemblyman further urged the Chief Minister to fulfil his earlier commitment to publicly disclose the list of companies awarded mining and exploration licences in the State.

Darell questioned whether any of these companies have ties to political figures or external interests, warning against the exploitation of Sabah's natural wealth without public accountability.

On education, Darell emphasised the urgent need for comprehensive reforms to equip Sabah's youth with the skills required in a fast-changing, technology-driven world.

"Our education system must be revamped. We need to adopt new syllabuses focused on robotics, artificial intelligence, and technical and vocational training," he said.

"English proficiency must also be prioritised as a common language for business and technology."

He called on the State Government to fully use its statutory bodies, including Yayasan Sabah and other agencies, to spearhead programmes that prepare students for future industries and global markets, stressing that this will be critical for Sabah's development over the next decade.

Addressing economic uncertainties on the global stage, Darell argued that Sabah should not be overly preoccupied with external factors such as tariff policies under US President Donald Trump. Instead, he urged the state to focus on producing high-quality, competitive products that can withstand fluctuations in international markets.

"We need to ask ourselves what products we actually have and whether we can compete with Peninsular Malaysia, Sarawak, and our neighbours," he said.

"It's not just about overseas markets — are we even ready to produce quality products that can be exported to America, Europe, China, and other international markets?"

Darell noted that while projects like SK Nexilis and Kibing have generated interest, these remain partial supply chains.

He called for a clear, long-term industrial strategy that moves Sabah up the manufacturing value chain and strengthens trade-related agencies like Invest Sabah to navigate future global trade uncertainties.





## The Ombudsman of Uzbekistan held an open dialogue with compatriots in Moscow

Commissioner of the Oliy Majlis for Human Rights (Ombudsman) During her visit to Russia on April 15, Feruza Eshmatova met with Uzbek citizens living in this country.

The meeting, organized at the Embassy of Uzbekistan in Moscow, was attended by compatriots living and working in Russia, the Dune news agency reports.

During the event, which took place in the form of an open and lively dialogue, Feruza Akhmatova spoke about the development strategy of the New Uzbekistan, drew attention to the enormous potential of her compatriots to contribute to the modernization of our country.

Our compatriots were able to ask the Ombudsman questions on legal issues of interest to them, including in the field of labor migration. Some citizens have asked for assistance in solving problems related to their close relatives in Russia and Uzbekistan.

## caliber

Azerbaijani Ombudsman's delegation assesses living, health standards at Air Force Unit

*By Naila Huseynova*

**Representatives from the Ombudsman's Office visited a military unit of the Azerbaijan Air Force to assess the living conditions, provisions, and health services provided to the personnel, including those receiving treatment at the medical facility.**

As part of the 2025 joint action plan between the Ministry of Defense and the Office of the Ombudsman of Azerbaijan, [Caliber.Az](#) reports, citing the Azerbaijani Defence Ministry.

The meeting also included discussions on the protection of servicemen's rights, an assessment of human rights conditions, and other related matters, with questions from the servicemen being addressed.

Earlier, on April 30, 2025, the leadership of Azerbaijan's Ministry of Defence attended a commemorative event at military unit "N" dedicated to the 26th anniversary of the establishment of the Special Forces of the Azerbaijani Armed Forces. The event was marked by the participation of Defence Minister, Colonel General Zakir Hasanov, who personally met with the servicemen of the Special Forces.

In his address, Minister Hasanov highlighted the significant steps taken under the leadership and close attention of President of the Republic of Azerbaijan, Ilham Aliyev, and First Vice President Mehriban Aliyeva. He emphasised the measures aimed at improving the social and living conditions of military personnel, addressing their concerns, and providing them with comprehensive support, underlining that these efforts reflect the state's enduring commitment to the welfare of its armed forces.





## FTO hosts seminar to empower diplomatic community on tax redressal mechanism

ISLAMABAD - In a landmark step toward strengthening relations with the international diplomatic community, the Federal Tax Ombudsman (FTO) of Pakistan formally inaugurated the Diplomatic Grievance Redressal Cell at its Secretariat in Islamabad.

The initiative is a first of its kind, aimed at addressing issues of tax maladministration faced by diplomats and international organizations in Pakistan.

This event was hosted by Almas Ali Jovindah, Head of the Overseas and Diplomatic Grievance Cell, and Legal & Media Advisor to the Federal Tax Ombudsman.

The seminar brought together high-ranking FTO officials including Federal Tax Ombudsman Dr. Asif Mahmood Jah, DG Trainings OIC Ombudsman Association and Advisor Customs Dr. Arslan Subuctageen, and Muhammad Khalid Javed, Registrar FTO. In his keynote address, Dr. Asif Mahmood Jah reaffirmed the FTO's commitment to facilitating both the diplomatic corps and overseas Pakistanis.

"The establishment of this dedicated cell reflects our resolve to ensure transparency, accountability, and prompt redressal of legitimate grievances faced by diplomats," he stated.

He acknowledged the increasing number of tax-related complaints from embassies and emphasized the importance of a centralized redressal platform.

The event was attended by representatives from numerous embassies and international missions, including the Austrian Embassy, Australian High Commission, Embassy of Greece, Embassy of Germany, Embassy of the Netherlands, EU Delegation, Embassy of Poland, Embassy of Switzerland, and others.



## Indonesian Ombudsman Requests Gradual Appointment to Resolve 2024 CASN Polemic

*Of the total 602 agencies, 395 agencies are ready for the appointment process, so that CPNS and PPPK in those agencies can be appointed first.*

*By Denty Piawai Nastitie*

JAKARTA, KOMPAS – The Ombudsman of the Republic of Indonesia has requested the government to gradually appoint civil servant candidates (CPNS) and government employees with work agreements to resolve the controversy surrounding the delayed appointment of approximately 1.2 million prospective state civil apparatus (CASN).

This is important to ensure that it does not disadvantage the participants of the CPNS and PPPK selection, as well as the general public who could potentially be affected, since delays in appointments could impact the effectiveness of public services.

Member of the Ombudsman RI, Robert Na Endi Jaweng, revealed that his institution has received various consultations and complaints from participants of the 2024 CASN selection, including CPNS and PPPK, who have been declared successful but have not yet received clarity regarding their appointments.



## INTERNATIONAL THE NEWS

### **‘Ombudsman’s office has emerged as truly poor man’s court’**

*We shall soon be opening another regional office at DG Khan,” says Federal Ombudsman*

By Asim Yasin

ISLAMABAD: Federal Ombudsman Ejaz Ahmad Qureshi said on Tuesday the ombudsman’s office has emerged as a truly poor man’s court, providing free and expeditious administrative relief to a large number of complainants at their doorstep.

“Outgoing year 2024 has been very eventful and productive for the Institution of Federal Ombudsman as it witnessed resolution of arecord number of 2,23,198 complaints, out of the total 2,26,372 applications it received, showing an increase of 17 per cent and 16 per cent in receipt and disposal of complaints, respectively, over the figures of 2023,” he said while informally talking to a group of senior journalists at the Federal Ombudsman Secretariat here.

Ombudsman Qureshi said during 2024 this office had been able to achieve an impressive implementation rate of 93.21 per cent of its decisions/findings as against 85.70 per cent in 2023.

According to him, during last year, 126 open Kutcheries were held across the country with a view to providing administrative justice at the doorstep of the people.

Besides, 171 outreach complaint resolution visits were carried out, which proved instrumental in resolving as many as 4840 cases.

Similarly, 79 inspection visits were conducted at different federal government agencies and departments in order to improve their service delivery. “With the opening of new regional offices and complaint collection centres, the outreach and accessibility has been increased remarkably covering 25 cities of the country including Muzaffarabad (AJK), Gilgit-Baltistan and Sahiwal. We shall soon be opening another regional office at DG Khan,” the federal ombudsman said. He said yet another important milestone has been the availability of IT and digital platforms for lodging the complaints and attending the hearing through zoom link and WhatsApp.

The federal ombudsman further said the office had emerged as a truly poor man’s court, providing free and expeditious administrative relief to a large number of complainants at their doorstep.

Referring to the steps undertaken for facilitating the overseas Pakistanis, he said a total of 151,897 complaints were received during 2024.

He said the one window facilitation desks set up at the international airports of the country entertained 111,184 complaints, whereas 38,592 complaints were received by the Pakistan missions abroad and 2,121 complaints by the office of Grievance Commissioner for Overseas Pakistanis established at Federal Ombudsman Secretariat.

Ombudsman Qureshi also informed that a number of steps have been undertaken for ameliorating the lot of children in the country, including appointment of a full-fledged Grievance Commissioner for Children, whose office is located at the Federal Ombudsman Secretariat.

Underscoring the need for raising the general awareness about the existence of this forum, the federal ombudsman stated that a well-planned public awareness campaign was producing the desired results and the general public was fast becoming aware of its existence. “This office has so far carried out 80 studies/reports to fix the systemic issues and problems being faced by various federal government agencies,” he said.

Touching on the international profile of the institution, the federal ombudsman said as President of the Asian Ombudsman Association (AOA), Pakistan was making efforts for upholding the cause of Ombudsmanship in the Asian Region and beyond.



## OICOA at Glance

Public Supervisor Mr. Mehmet Akarca visited our Organization's stand in the "Meclis Garden Children's Garden" and talked with the children







H.E. Ghada Hamid Habib honored the Secretary-General for Ombudsman, Mr. Juma Farhan Irfana for his dedicated efforts throughout his tenure in the General Secretariat for Bahrain Ombudsman, and wished him continuous success and success in his future career. Sheikh Mohammed bin Ali Al Khalifa, Director of the International Cooperation and Development Department, attended the meeting.



Honourable Sabina Aliyeva, Human Rights Ombudsman of the Republic of Azerbaijan participated in the event "Women's voice in the light of APRIL" organized by the Women's Health Center Public Union.



**Secretary General OICOA Honourable Dr. Asif Mahmood Jah honored with Conferment of fellowship by College of Physicians and Surgeons of Pakistan**





Pakistan's Federal Ombudsperson for Protection Against Harassment at the Workplace and OIC Ombudsman Association Member, H.E. Fauzia Viqar, held a meeting with Ms. Reem Alsalem, United Nations Special Rapporteur on Violence Against Women and Girls, and Ms. Ivana Krstic, a member of the UN Working Group on Discrimination Against Women and Girls





## OICOA Training Session Conducted by DG Trainings Dr. Arslan Subuctageen at OICOA Secretariat Islamabad

