



THE OMBUDSMAN OBSERVER

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The President's Message



Dear Esteemed Members and Colleagues,

Welcome to the July edition of the Organisation of Islamic Cooperation Ombudsman Association (OICOA) Newsletter. It is always an honor and a pleasure to address you and to celebrate and reflect on the progress we continue to make together.

As you know, our Association is dedicated to strengthening cooperation among our institutions, fostering the exchange of knowledge and experience, and ultimately enhancing the protection of human rights across the Islamic world. Equally important is our mission to be the voice of the voiceless and to raise international awareness wherever injustice occurs.

Tragically, the ongoing situation in Gaza has gone far beyond injustice—it has become a massacre committed by Israel. As OICOA, we have issued a statement condemning the recent military strikes by Israel against the Islamic Republic of Iran, as well as the continued attacks on Palestine, which have targeted civilians, including women and children, in clear violation of international law.

In these challenging times, our shared values of justice, fairness, and the protection of human dignity that unite us are more vital than ever. With our strengthened standing as an ‘Affiliated Institution’ of the OIC, I am confident that we can continue to contribute meaningfully to the promotion of peace, the safeguarding of human rights, and the strengthening of good administration throughout the Islamic world and beyond.

On this opportunity, I would like to extend my heartfelt congratulations to our esteemed colleague, Provincial Ombudsman of Punjab, Ms. Ayesha Hamid on her election as the Regional Director for the Asian Board of the International Ombudsman Institutite (IOI). I have the full confidence that her valuable experience will make a significant contribution to the work of IOI.

Warm regards,

H.E. Mehmet Akarca

PRESIDENT OIC OMBUDSMAN ASSOCIATION
CHIEF OMBUDSMAN OF TURKIYE

MESSAGE FROM THE SECRETARY GENERAL



H.E. Dr. Asif Mahmood Jah
Federal Tax Ombudsman
of Islamic Republic of Pakistan

My dear fellow Ombudsmen,

It gives me great pleasure to welcome you to this latest edition of the OICOA newsletter, now presented in a refreshed and more reader-friendly format. I hope this new look enhances your experience as we continue to share the voices, milestones, and impact of our growing OICOA family.

I take this opportunity to thank H.E. Mehmet Akarca, President of OICOA and Chief Ombudsman of Türkiye, for his principled and vocal stance condemning the unlawful aggression in the Israel-Iran conflict. We stand in solemn solidarity and pray for the martyrs of Iran and Palestine, who continue to fall victim to the unrelenting brutality of the Zionist regime in Israel.

I would also like to congratulate Ms. Ayesha Hamid on her election as the 2nd Vice President of International Ombudsman Institute (IOI). This achievement is indeed a matter of great joy and pride for OICOA. I look forward to the contributions she will make in this role and further elevate the stature of OICOA at an international scale.

My appreciation extends as well to our African member institutions, particularly the Mediator of Ivory Coast and the Ombudsman of Mozambique, for their tireless commitment to delivering cost-free and accessible justice by going door to door to serve those most in need.

The work ethos of OICOA member institutions speaks for itself. Whether it is through diplomacy, statistical excellence, electoral achievements, or door-to-door justice delivery, the spirit of the OICOA is alive in every effort. I hope we all continue to draw strength from one another, celebrate each other's progress, and remain steadfast in our collective pursuit of fairness, accountability, and the rule of law.

In today's world, where accountability and transparency are often challenged, the role of Ombudsman institutions has never been more vital. Our collective mission is not only to redress grievances but also to restore trust between people and their governments. Every initiative undertaken by our members demonstrates that when justice is brought closer to the people, hope is rekindled, and the foundations of peace and fairness are strengthened.

Looking ahead, we must continue to build on these achievements with renewed dedication. By supporting one another, exchanging best practices, and responding to emerging challenges with integrity and resolve, OICOA can further advance its mission of upholding justice across borders. It is my hope that this newsletter serves as a record of progress as well as a reminder of the responsibility we all share in promoting fairness, equity, and the rule of law.

MESSAGE FROM THE EXECUTIVE SECRETARY

Dear OICOA Members,

I am pleased to introduce the redesigned newsletter of the OIC Ombudsman Association, now published under its official signature title, The Ombudsman Observer. With this refreshed identity, we aim not only to enhance its visual appeal but also to strengthen its role as a platform for insight, exchange, and institutional reflection. Future editions will gradually introduce new features to highlight the vibrancy and diversity of our Member Institutions.

I extend my warm congratulations to our Vice-President H.E. Dr. Zabiullah Khodaeian for his leadership in implementing the National Anti-Whistleblower Policy in Iran, and commend H.E. Sabina Aliyeva, Human Rights Commissioner of Azerbaijan, for her engagement with youth in promoting constitutional values and human rights.

My appreciation also goes to H.E. Marino Fardelli, Ombudsman of Italy, for his guest lecture to the interns of the Federal Tax Ombudsman of Pakistan at the request of the OICOA Secretariat. I remain grateful to my team for their dedication in bringing the vision of a revamped newsletter to life, and I warmly invite feedback from our Members to ensure this newsletter continues to serve as a collective voice for ombudsmanship across the OIC and beyond.



Almas Ali Jovindah



Our Heartiest
Congratulations



H.E. Ayesha Hamid

Pakistan's Provincial Ombudsman of Punjab



On your election as the 2nd Vice President of
International Ombudsman Institute (IOI)

Your achievement has brought an immense amount
of joy and pride for OIC Ombudsman Association
and we wish you the best of luck with your
responsibilities in this new role.



OMBUDSMAN INSTITUTION OF TÜRKİYE

President of OIC Ombudsman Association and Chief Ombudsman of Türkiye Visited the Public Defender of Georgia in Batumi

On 24 July 2025, the President of the Organization of Islamic Cooperation Ombudsman Association (OICOA) and Chief Ombudsman of Türkiye, H.E. Mehmet Akarca, paid an official visit to the Public Defender (Ombudsman) of Georgia, H.E. Levan Ioseliani, in Batumi as part of the Ombudsman of Türkiye's official program in Georgia.

Mr. Akarca was accompanied by Ombudsmen Mr. Ertunç Erkan Balta and Mr. Sadettin Kalkan, along with the Association's Secretary General. The meeting provided an opportunity for both institutions to exchange views and explore avenues for enhancing cooperation.

Discussions focused on strengthening institutional ties, sharing best practices, and developing joint initiatives to address issues of mutual interest in the field of human rights protection and administrative justice.



Prosecutor General of the Republic of Azerbaijan, Mr. Kamran Aliyev Paid a Visit to Chief Ombudsman of Türkiye H.E. Mehmet Akarca



On 21st July 2025, the Prosecutor General of the Republic of Azerbaijan, Mr. Kamran Aliyev, visited the President of the OIC Ombudsman Association and Chief Ombudsman of Türkiye, H.E. Mehmet Akarca, during an official trip to Türkiye. Mr. Aliyev was accompanied by a delegation from Azerbaijan.

The Ambassador of the Republic of Azerbaijan to Türkiye, Mr. Rashad Mammadov, also attended the meeting, alongside Ombudsman Mr. Sadettin Kalkan and Secretary General of the Ombudsman Institution, Mr. Mehmet Doğan.

During the meeting, the two sides discussed ways to strengthen institutional ties, exchanged views on recent developments within their respective mandates, and explored opportunities for closer cooperation in addressing shared challenges.

OICOA President issues a Statement of Solidarity with Islamic Republic of Iran in the Wake of Cowardly & Barbaric Attacks of Israel

In a strongly worded declaration issued on June 24, 2025, H.E. Mehmet Akarca, President of the OIC Ombudsman Association (OICOA) and Chief Ombudsman of the Republic of Türkiye, condemned the recent strikes carried out by Israel against the Islamic Republic of Iran, describing them as a grave violation of international law and a dangerous escalation of regional tensions.

The statement came in response to the series of airstrikes on June 13, 2025, which resulted in significant loss of life, including senior Iranian officials. It further referenced the U.S. strike on Iranian nuclear facilities on June 22, warning that such actions risk turning a regional conflict into a global crisis. President Akarca emphasized that these developments threaten not only regional peace but also global stability.

He expressed deep sorrow over the mounting civilian casualties and the continued suffering of people in both Palestine and Iran, affirming that *“no nation should be subjected to the oppression currently endured by the peoples of Palestine and, recently, Iran.”*

While welcoming the temporary ceasefire reached on June 24, the President stressed that the underlying causes of conflict remain unresolved. He urged the international community to pursue a diplomatic path and called on all parties to act with restraint and responsibility to prevent further escalation.

H.E. Mehmet Akarca reiterated that the OIC Ombudsman Association remains committed to raising its voice against all forms of aggression and upholding the principles of international law, peace, and human rights. His message serves as a reminder that accountability, justice, and diplomacy are the only sustainable routes toward lasting peace in the region.



ORGANIZATION OF ISLAMIC COOPERATION OMBUDSMAN ASSOCIATION

ACTIONS THAT ESCALATE TENSIONS AND VIOLATE INTERNATIONAL LAW MUST BE BROUGHT TO AN END

On 13 June 2025, Israel launched a series of strikes against Iran, escalating tensions in the region and raising the risk of a wider conflict, and many state officials, military personnel, and civilians were killed in the strikes, including senior Iranian military officials such as Mr. Bagheri, Chief of Staff, and Mr. Salami, Commander of Iran's Islamic Revolutionary Guard Corps.

In addition to this development, the strike carried out by the US on Iran's nuclear facilities on 22 June 2025, which could escalate the regional conflict to a global scale, has maximized the risk of the conflict spreading and the destabilization of the security environment. This situation has threatened regional and global peace, causing concern worldwide, especially among the countries of the region.

We are deeply saddened that such severe aggression has reached Iran, a valued member of our Association, and that our region continues to witness such violence and instability. Israel has long carried out relentless attacks against Palestine, targeting civilians, including women and children, in violation of international law. No nation should be subjected to the oppression currently endured by the peoples of Palestine and, recently, Iran.

At this point, although it is gratifying that a ceasefire was achieved on 24 June 2025, and attacks have ceased accordingly, the deep sorrow over the losses, as well as the fear and concern, persist.

At this point, we most strongly condemn all acts by Israel that threaten regional peace, including its strikes on Iran. We shall continue to raise our voice against this aggression at every opportunity and on every platform. Israel, which is responsible for these attacks, must be held accountable under international law. We earnestly hope that such acts of terror will never again occur anywhere in the world. We emphasize the need for the international community to support efforts aimed at reaching a diplomatic solution. We call on all relevant parties to act responsibly from now on, to prevent new tensions and to refrain from steps that could lead to further loss of life and destruction.

We wish for days of peace, stability and calm across our region and around the world.

Mehmet AKARCA
Chief Ombudsman of the Republic of Türkiye
President of OIC Ombudsman Association



GENERAL INSPECTION ORGANIZATION OF IRAN

H.E. Zabiullah Khodaeian Helps in Shaping the Anti-Corruption Whistleblower Protection System Launched in Iran

H.E. Justice Zabiullah Khodaeian, President of the General Inspection Organization (GIO) of Iran and Vice President of the OIC Ombudsman Association, has underscored the vital role of public participation in combating corruption, following the unveiling of Iran's new National Whistleblower Protection System. Developed under the GIO's leadership, the platform is designed to provide citizens with a secure, structured channel to report irregularities across public institutions.

Speaking at the launch ceremony, Justice Khodaeian described the system as a key outcome of the Whistleblower Protection Law, enacted in December 2023. He stressed that citizen involvement is "the most extensive and effective" form of oversight, significantly improving prevention and detection while reducing enforcement costs. The platform, he noted, reflects the GIO's broader commitment to embedding transparency and accountability in governance.



Justice Khodaeian also highlighted the GIO's ongoing transformation from traditional oversight methods to advanced electronic supervision, supported by strengthened digital infrastructure and legal access to essential data systems. These reforms, he said, have allowed for more precise monitoring while safeguarding privacy, marking "considerable progress" toward more transparent and efficient public service.

OICOA Vice President H.E. Dr. Zabiullah Khodaeian Pays Tribute to Iran's Martyred Commanders and Scientists in the Barbaric Israeli Attack

OICOA Vice President and President of General Inspection Organization of Iran, H.E. Dr. Zabiullah Khodaeian, attended the funeral of the commanders, scientists, and other victims of recent attacks attributed to the Zionist regime. Speaking on the sidelines of the ceremony, he offered condolences to the families of the martyrs and praised the strong public turnout as a symbol of the Iranian nation's resilience and unity.

Justice Khodaeian emphasized that the gathering sent a clear message of solidarity, awareness, and defense of Islamic values.



He noted that such aggression had only strengthened national resolve, uniting people and authorities in their opposition to oppression. *"The blood of these martyrs will guide freedom-loving nations,"* he said, adding that the attacks had further exposed the true nature of the aggressors to the world.

Calling on international bodies to move beyond symbolic statements, Justice Khodaeian urged practical action to stop ongoing crimes and unprovoked actions of Israel.



HUMAN RIGHTS COMMISSIONER OF AZERBAIJAN

H.E. Sabina Aliyeva Chairs the Dissertation Session of Scientific Council on Human Rights at Baku State University

OIC Ombudsman Association Board Member and Human Rights Commissioner (Ombudsman) of the Republic of Azerbaijan H.E. Sabina Aliyeva, chaired the specialized Scientific Council for the defense of master's dissertations in the "Human Rights" specialization at the Faculty of Law, Baku State University.

During the session, six master's candidates presented their dissertation research. The Ombudsman and Council members engaged with the students through questions, scholarly debate, and discussions on practical issues related to their topics.

Following the presentations, the dissertations were highly commended. Ms. Aliyeva congratulated each graduate while acknowledging their hard work and wishing them success in their future professional endeavors.



H.E. Sabina Aliyeva Addressed the Participants of the "Rise" Competition Semi-Finals held in Baku, Azerbaijan

H.E. Sabina Aliyeva, Human Rights Ombudsman of the Republic of Azerbaijan, took part in the semi-final stage of the fifth "Rise" competition, a national initiative established by presidential order to develop strategic management culture and strengthen human capital.

In her address, Ombudsman Aliyeva underscored the competition's significance in supporting the country's broader agenda for human capital development. She lauded the establishment of the Ombudsman's constitutional status as a testament to Azerbaijan's deep commitment to upholding human rights and freedom.

Ms. Aliyeva also highlighted the expanded mandate of Ombudsman of Azerbaijan and strengthened partnerships with government, civil society, and international bodies. She noted the importance of nurturing legal literacy through initiatives like Human Rights and Children's Rights months and emphasized how mentoring past "Rise" winners within her office helps cultivate professional governance skills, especially in serving vulnerable communities.



MEDIATOR OF THE KINGDOM OF MOROCCO



Mediator of Morocco Holds Talks with the Palestinian Ambassador and PLO Leadership on Enhancing Collaboration in Institutional Mediation

OICOA Board Member and Mediator of Kingdom of Morocco, H.E. Hassan Tariq, welcomed a senior delegation from the Palestinian Liberation Organization (PLO) on 16th of July. The delegation was led by Mr. Ahmed Tamimi, member of the PLO Executive Committee and Chairman of the Department of Human Rights and Civil Society, and accompanied by H.E. Mr. Jamal Abdel Latif Al-Shobakii, Ambassador of the State of Palestine to Morocco.

Discussions focused on deepening cooperation in the field of institutional mediation, with particular emphasis on leveraging Morocco's robust experience in administrative justice and citizen grievance redressal. The delegation expressed keen interest in drawing from Morocco's model to support the development of responsive, accountable mediation frameworks within Palestinian institutions. H.E. Hassan Tariq reaffirmed Morocco's unwavering commitment to the Palestinian cause and its readiness to share best practices, institutional expertise, and policy tools that contribute to governance reform, human rights protection, and the rule of law across the region.

H.E. Hassan Tariq Highlights Impressive Statistics of Mediator of Morocco for the Year 2024

On Thursday, July 24, 2025, in Rabat, OICOA Board Member and Mediator of Morocco, H.E. Hasan Tariq, stated during a press conference presenting the institution's 2024 annual report that the Ombudsman's office received 7,948 files in 2024. These comprised 5,755 complaints and 2,182 guidance requests.

The majority of cases originated in three sectors: administrative (2,325 files), financial (1,761), and real estate (926), accounting for over 87% of total complaints. Key ministries and agencies most frequently cited included Interior, Economy and Finance, Tourism, local government entities, Education, and Health. In terms of case management, the Institution processed 5,774 complaints, issued 146 new recommendations, and monitored the implementation of 845 earlier recommendations. Encouragingly, 201 were acted upon—though the average implementation period remains lengthy at 672 days, despite a marked improvement from 1,003 days in 2023.

The Ombudsman's office also recorded 1,781 successful settlements, alongside 1,034 rejections, 573 out-of-jurisdiction determinations, and 2,240 dismissals. Across sectors, the highest rates of resolved cases were seen in economy and finance (344 decisions), tourism (285), education (282), interior (188), and health (122).

Mr. Tariq also reflected on the evolving relationship between citizens and the administration, noting that individual complaints increasingly intersect with broader social tensions and national policy debates. This shift, he observed, places the Ombudsman at the heart of a transformative process, moving beyond traditional complaint handling toward modern institutional mediation—a model rooted in fairness, accountability, and administrative equity.





OMBUDSMAN OF THE KINGDOM OF BAHRAIN



Interior Minister of Bahrain Praises the Efforts of Ombudsman of Bahrain for Consolidating the Rule of Law & Human Rights Principles under the Leadership of H.E. Ghada Hamid

Lt. General Shaikh Rashid bin Abdullah Al Khalifa, Minister of Interior of Bahrain, received H.E. Ghada Hamid Habib (Secretary General of the Ombudsman of Bahrain & OICOA Board Member). The Minister welcomed Ms. Habib and praised the Secretariat's professionalism and its vital contribution to advancing reform, justice, the rule of law, and human rights in the Kingdom under her stellar leadership.

During the meeting, Lt. General Rashid underscored that human rights in Bahrain are an integral part of the nation's identity, rooted in its values, customs, and traditions. He also stressed that transparency, accountability, and constructive interaction with oversight bodies are central to improving performance and enhancing the quality of public services.

The Minister received the Secretariat's annual report and instructed relevant departments to respond promptly to its recommendations in line with the Ministry's community partnership strategy. Expressing her gratitude, Ms. Ghada Hamid Habib affirmed that the Ministry's continued cooperation remains essential to the Secretariat's success in fulfilling its mandate and strengthening the human rights system in Bahrain.

The Ombudsman of Bahrain Organizes a Training Workshop on Submitting Electronic Complaints.

The Ombudsman of Bahrain in cooperation with the Public Security Presidency for Community Affairs at the Ministry of Interior, organized an introductory workshop on "Electronic Reports via the Hukumati App." The workshop was held on the 27th July at the Secretariat's headquarters.



The workshop covered various aspects of the electronic reporting mechanism, including a detailed explanation of the "My Government" app, the requirements for registering reports, and tips for providing comprehensive information to ensure a quick and accurate review. Workshop participants also gained practical knowledge and first-hand experience in how to interact professionally with the electronic reporting system, which is designed to be easy to use and accessible to all citizens and residents.

H.E. Ghada Hamid, Secretary-General of the Ombudsman, remarked that organizing this training workshop stems from the principle of community partnership with the Public Security Presidency for Community Affairs at the Ministry of Interior, and to affirm the Ombudsman's commitment to leveraging technology to improve accessibility and enhance the efficiency of its services. She noted that the Ombudsman remains committed to serving the public and is constantly seeking innovative ways to enhance the quality of its communication with the public through various means and programs, including training programs, technical development initiatives, and keeping pace with digital transformation projects in the government sector within the general development vision pursued by the Kingdom of Bahrain in various fields.



FEDERAL TAX OMBUDSMAN OF PAKISTAN



Federal Tax Ombudsman Hosts a Guest Lecture for the Interns Featuring Italian Ombudsman H.E. Marino Fardelli in Collaboration with OICOA

In collaboration with the OIC Ombudsman Association (OICOA), the Federal Tax Ombudsman (FTO) Secretariat Pakistan hosted an insightful virtual guest session featuring H.E. Marino Fardelli, Ombudsman of Lazio Region, Italy, and Board Member of the International Ombudsman Institute (IOI). The session was attended by around 100 interns (on-site & remote).

Mr. Fardelli traced the historical and institutional evolution of the Ombudsman, from Ancient Rome to the Swedish model and its modern role in Italy. He also shed light on emphasizing youth inclusion through programs such as “The Ombudsman in the Classroom” and a planned Summer School by Italian Ombudsman for university students to promote civic education and democratic values. The session featured a lively interactive segment, where interns engaged in comparative discussions on rights-based reforms, enforcement mechanisms, and the evolving role of Ombudsman institutions.

The session was moderated by Executive Secretary OICOA Mr. Almas Jovindah who expressed gratitude to Mr. Fardelli for his continued support of OICOA’s mission and commitment to championing best practices of ombudsmanship.

Federal Tax Ombudsman Holds a Session on ‘Good Governance and Accountability’ in Collaboration with Transparency International - Pakistan

The Federal Tax Ombudsman (FTO) Secretariat, in collaboration with Transparency International Pakistan, hosted an interactive session featuring Executive Director Kashif Ali as keynote speaker. As FTO’s official awareness and outreach partner, Transparency International Pakistan shared critical insights on governance, public financial management, integrity, and social accountability.



In his address, Kashif Ali underscored the urgent need for stronger safeguards against misuse of public resources, warning that transparency and accountability are essential to maintaining public trust. The session also explored the link between tax justice and citizen empowerment, with participants raising questions on how institutions can close gaps in service delivery and reduce opportunities for corruption.

The conversation coalesced around three priorities: publishing granular data on refunds, audits, and complaints; protecting whistleblowers to surface misconduct earlier; and hard-wiring grievance redress into service design so issues trigger policy fixes, not just case closures. The interactive session was well received by the FTO officials who welcomed this exchange with Pakistan Chapter of Transparency International, while noting that such collaborations sharpen institutional capacity to address taxpayer grievances with greater transparency and fairness.



OMBUDSMAN OF THE REPUBLIC OF INDONESIA



H.E. Mokhammad Najih Encourages Students to Build Constitutional Awareness in the Digital Era during his Address at the Jakarta Law & Human Rights Academy

Chairman of the Indonesian Ombudsman and OICOA Board Member, H.E. Mokhammad Najih, delivered the opening address at the Jakarta Law and Human Rights Academy, hosted by the Central Jakarta Branch of the Muhammadiyah Student Association (PC IMM). Themed *“Creating a Constitutional Generation: Weaving Nationalism Amidst Diversity,”* the event highlighted the importance of cultivating constitutional values among youth.

In his remarks, Mr. Najih stressed that understanding the constitution is fundamental to preserving national unity in a diverse society. He praised IMM Central Jakarta’s initiative in fostering awareness of legal values and human rights within academic spaces, calling such activities “crucial for building critical awareness among the younger generation.”

Mr. Najih also underlined the Ombudsman’s role in safeguarding fair, transparent, and accountable public services, particularly in the era of digital democracy, noting that effective oversight ensures innovation remains grounded in justice and equal access.

Ombudsman of Indonesia Urges for Stronger Document Security in Banking Sector to Prevent Fraud & Maladministration

As part of its ongoing efforts to improve public services, the Indonesian Ombudsman stressed on the importance of strengthening document security systems in the banking sector of the country. During a visit to the BTN Record Center in Bandung, the Ombudsman highlighted the need to ensure that critical customer documents, such as mortgage certificates and loan agreements, are securely managed to prevent loss, fraud, or maladministration.

The Ombudsman noted that centralized and well-controlled facilities, such as BTN’s Record Center, represent a best practice in safeguarding consumer rights. By reducing risks of mishandling or unauthorized access, such innovations contribute to greater accountability in the financial sector and enhance public confidence in banking services.

It is worth mentioning that the Chairman of the Ombudsman and OICOA Board Member, H.E. Mokhammad Najih has consistently emphasized that effective oversight of public service providers, including financial institutions, is central to the Ombudsman’s mandate. Ensuring the security of citizens’ documents is not only a matter of administrative efficiency, but also a safeguard for justice, transparency, and trust in public service delivery.





ADMINISTRATIVE CONTROL AUTHORITY OF LIBYA



National Strategy for Prevention and Combating of Corruption launched by Administrative Control Authority of Libya

The President of the Administrative Control Authority of Libya, H.E. Abdullah Qaderboh and the Libyan Prime Minister adopted the first prototype of the National Strategy for the Prevention and Combating of Corruption (2025-2030), on the 16th of July.

The step is aimed at enhancing transparency and integrity, developing control systems and improving administrative performance., and keeping pace with international standards stipulated in the United Nations Convention against Corruption.

The strategy seeks to translate national anti-corruption objectives into practical and implementable policies, through plans involving all state institutions, with the participation of relevant parties in the public and private sectors, and civil society.

H.E. Abdullah Qaderboh Participates in the 7th General Assembly of African Anti-Corruption Bodies in Algeria

OICOA Board Member and Chairman of the ACA Libya H.E. Abdullah Qaderboh, participated in the 7th session of the General Assembly of the Federation of African Anti-Corruption Bodies, held in Algiers, Algeria from July 20 to 22, 2025



Mr. Qaderboh led the Libyan delegation at the event, which was held under the theme: “Recovering Resources: Strengthening Cooperation and Sharing of Experiences for a Strong and United Africa Against Corruption.” The session saw the participation of senior officials and representatives from various African nations, including the Ambassador of Libya to Algeria, Mr. Saleh Huma, who was also in attendance.

The main focus of the assembly was to enhance coordination and deepen cooperation among African countries in the areas of oversight, investigation, and combating corruption, in accordance with both the African Union Convention on Preventing and Combating Corruption and the United Nations Convention Against Corruption. The Federation of African Anti-Corruption Bodies is an independent international organization that brings together anti-corruption and oversight institutions from across the continent. Its mission is to facilitate joint efforts among African states in fighting corruption, curbing illicit financial flows, and promoting information sharing related to investigations, evidence collection, and legal cooperation in corruption-related crimes.



OMBUDSMAN OF THE REPUBLIC OF MOZAMBIQUE



H.E. Isaque Chande Calls for Citizen-Centered Public Service at the 50th Anniversary of National Migration Service

As part of the 50th anniversary celebrations of the National Migration Service (SENAMI), OICOA Member and Ombudsman of Mozambique H.E. Isaque Chande delivered a lecture on July 23, regarding the importance of strengthening good practices in public administration and improving service delivery to citizens. While noting progress in areas such as the expedited issuance of passports, Chande stressed that challenges remain, particularly in ensuring quality and responsive public service.

He highlighted issues including corruption and administrative bottlenecks that hinder citizens from accessing timely services. He urged public servants to embrace their duty with integrity, guided by tools such as the Code of Conduct, which he described as a compass for courteous and effective service. “We must serve citizens with respect and diligence if we are to build a results-focused State that protects fundamental rights and freedoms,” he emphasized.

Mr. Chande also shared updates on the forthcoming Office of Justice, which will soon open its first delegation in Cabo Delgado province. The SENAMI jubilee was marked under the slogan “Migration: 50 Years Contributing to National Security, Bringing Services Closer to Citizens, and Acting Firmly in the Fight Against Corruption.”

Ombudsman of Mozambique Hosts Dialogue on Competition Regulation and African Economic Integration

On July 11, at the invitation of H.E. Isaque Chande (OICOA Member and Ombudsman of Mozambique), the President of the Competition Regulatory Authority (ARC), Iacumba Aiuba, delivered a lecture to Ombudsman staff on the theme “Dynamics of Competition Regulation in Mozambique and in the Context of the African Continental Free Trade Area (AfCFTA).” The session explored how competition regulation serves as a cornerstone for sustainable development, consumer protection, and a fairer national market, while also examining the opportunities and challenges posed by continental economic integration.

Mr. Aiuba outlined ARC’s multi-sectoral role and the need to align national policies with continental frameworks, citing enforcement tools, authorizations, and the recent Dugongo Ciments case as examples of regulatory action. Ombudsman H.E. Isaque Chande stressed that competition regulation is key to good governance and consumer protection, while reaffirming his commitment to inter-institutional cooperation and transparent, accountable public management in support of Africa’s economic integration.





MEDIATOR OF THE REPUBLIC OF IVORY COAST



Mediator of Ivory Coast Holds Restitution Session on Training Workshops Held Across Multiple Regions

The Ombudsman of the Republic of Côte d'Ivoire recently carried out a series of training and capacity-building workshops in Abidjan, Duékoué, and Bouaké, aimed at staff and members of the Committees for Monitoring Social Cohesion (CVSCS). The workshops covered themes such as administrative documentation, conflict prevention and management, the role of youth and women in promoting peace during elections, and the resolution of farmer–herder disputes.

To ensure broad dissemination of the outcomes, the Deputy Ombudsman for the regions of Worodougou and Béré, Soro Doh Siélé, convened a restitution meeting in Séguéla on July 16, 2025. During this session, participants presented the key conclusions and recommendations from the different workshops, with particular attention to practical lessons on conflict prevention and community vigilance.

The Ombudsman's Office emphasized that the CVSCS should remain proactive in identifying and addressing potential sources of tension within communities, reaffirming its mission to strengthen social cohesion, transparency, and citizen trust across the country.



INSPECTORATE GENERAL OF UGANDA

IGG Unveils Bold Anti-Corruption Campaign to Empower Citizens and Recover Stolen Wealth

The Inspectorate of Government (IGG) has unveiled a renewed commitment to bolstering Uganda's anti-corruption drive through a comprehensive public engagement and enforcement campaign aimed at building a culture of integrity across all sectors of society.

This announcement was made in a detailed press statement outlining the institution's recent efforts and future plans under the leadership of the Inspector General of Government and OICOA Member, H.E. Beti Kamya Turwomwe.

The anti-corruption campaign emphasizes transparency, accountability, and citizen participation at all levels of government. The Inspectorate of Government (IGG) is working with key ministries and the Uganda Revenue Authority to tackle corruption risks in procurement, service delivery, and resource management. Ms. Beti Kamya urged citizens to resist and report bribery, and said "We are not just naming and shaming; we are naming and prosecuting. No one is above the law." This latest drive comes amid increasing public demand for transparency and effective governance. With Uganda losing an estimated trillions annually to corruption, the Inspectorate believes a people-centred and preventive strategy will be key to reversing the trend.





OMBUDSMAN OF THE TURKISH REPUBLIC OF NORTHERN CYPRUS

TRNC Ombudsman H.E. İlkan Varol Urges Strict Enforcement of Harbour Laws to Protect State Revenue

OICOA Member and the Ombudsman of the Turkish Republic of Northern Cyprus (TRNC), H.E. İlkan Varol, has released a detailed report highlighting serious administrative shortcomings in the management of the historic Girne (Kyrenia) Ancient Harbour.

The investigation, initiated in response to a formal complaint by Mr. Faik Gencer, examined failures related to the collection of mooring and cleaning fees from commercial vessels operating within the harbour.

The Ombudsman's report revealed that out of 163 vessels stationed in the harbour, only 11 hold valid contracts with the Ministry of Tourism, Culture, Youth and Environment, resulting in alarmingly low revenues of just USD 6,877 and TRY 37,675 in 2024. The report criticized the Ministry's failure to enforce the Tourism Industry Incentives Law and the Good Administration Law, despite the harbour's designation as a "Tourism Protection Area" since 1992, warning that weak oversight undermines public trust and threatens cultural and touristic value.

Ombudsman İlkan Varol urged the Ministry to enforce regulations, collect dues, and ensure transparent governance to safeguard both state resources and institutional integrity.



JORDANIAN INTEGRITY & ANTI-CORRUPTION COMMISSION



Chairman of Jordanian Integrity & Anti-Corruption Commission Presents the 2024 Annual Report to President of the Senate

Jordan's Senate President Faisal Fayeze received the 2022 annual report of the Jordan Integrity and Anti-Corruption Commission (JIACC), submitted by JIACC Chairman and OICOA Member H.E. Muhammad Hijazi. The report outlines the Commission's achievements over the past year, along with key recommendations aimed at safeguarding public funds and preventing financial and administrative malpractices.

Mr. Fayeze praised the Commission's efforts, noting the strong statistics on citizen grievances addressed and reaffirming the Upper House's commitment to support JIACC throughout 2025. He emphasized that combating corruption is a shared responsibility across all institutions, and underscored the importance of coordination between oversight bodies and the legislature to ensure transparency, accountability, and trust in public service.

JIACC Conducts Specialized Training on Cybersecurity and Artificial Intelligence to Combat Corruption

The Integrity and Anti-Corruption Authority, through its Innovation and Training Centre, conducted a two-day training workshop at the Supreme Council for the Rights of Persons with Disabilities, focusing on the crucial role of digital transformation, cybersecurity, and artificial intelligence in combating corruption.

The workshop aimed to raise awareness and build capacity on the emerging digital threats that may serve as tools for committing or concealing corruption-related offenses.

The training aligns with national efforts to strengthen institutional resilience and promote a secure digital environment across public sector entities in the Kingdom. Participants received briefings on the nature and scope of cyberspace, social engineering techniques and fraud schemes, the role of digital evidence in prosecuting cyber corruption cases, and the use of AI-driven data analysis to detect and monitor corruption risks. Experts highlighted the importance of preserving digital evidence and employing advanced data tools to track anomalies, red flags, and patterns linked to corrupt practices. The workshop also presented case studies demonstrating how AI and cybersecurity can work together to strengthen integrity, prevent abuse, and safeguard government institutions.



NATIONAL HUMAN RIGHTS COMMISSION OF BANGLADESH



NHRC Bangladesh Holds Internal Training Session Focused on Improving Case Management in Human Rights Cases

The National Human Rights Commission of Bangladesh (an OICOA Member institution) held an internal training session at its Headquarters. The training aimed to strengthen institutional capacity and improve the efficiency of complaints handling and investigation processes, ensuring better service delivery to citizens. The session was conducted by Begum Meherunnesa, Director (Complaints and Investigations), and attended by all officers and staff of the Commission.

During the discussion, Begum Meherunnesa highlighted practical approaches to case management, evidence collection, and timely resolution of grievances. She stressed the importance of professionalism, accountability, and adherence to human rights principles in every stage of the Commission's work, reminding participants that citizens' trust depends on both the fairness and the responsiveness of the institution.



FEDERAL OMBUDSMAN OF PAKISTAN



Webinar on 'Advancing SDGs Through Ombudsmanship' Inaugurated by Federal Ombudsman of Pakistan and President AOA, H.E. Ejaz Qureshi

Federal Ombudsman of Pakistan and OICOA Member H.E. Ejaz Ahmad Qureshi, inaugurated a webinar on 'Advancing SDGs through Ombudsmanship' in his capacity as the President of Asian Ombudsman Association (AOA). The event featured Dr. Ashfaque Hasan Khan, Director General of the National Institute of Policy Studies at NUST, as keynote speaker.

Dr. Ashfaque stressed that citizens are the ultimate stakeholders in achieving the 2030 Agenda for Sustainable Development and called for deeper cooperation between ombudsman institutions and UN agencies. In his remarks, Mr. Ejaz Qureshi highlighted the role of ombudsman institutions in promoting efficient public service delivery, rule of law, and protection of rights, while also addressing root causes of maladministration and systemic governance failures. He pointed to over 80 institutional studies and inspection visits that have produced long-term reforms and helped foster a culture of fairness and professional propriety.

The webinar brought together more than 100 participants from the AOA, the OIC Ombudsman Association (OICOA), the Forum of Pakistan Ombudsman (FPO), academia, and civil society,

Federal Ombudsman Launches Nationwide Outreach Program for Swift Complaint Resolution of Aggrieved Pakistani Citizens

In a significant move to make justice and accountability more accessible to the public, the Federal Ombudsman of Pakistan has officially launched a nationwide outreach initiative aimed at resolving public complaints swiftly and at the grassroots level, on the directions of H.E. Ejaz Qureshi.

The program is designed to bring complaint resolution mechanisms closer to underserved and remote communities, ensuring citizens can access government redressal services without bureaucratic hurdles or travel burdens.

It emphasizes in-person engagement, field visits, and Khuli Kachehris (open courts) held across the provinces, districts, and union councils. By dispatching regional officers and deploying mobile complaint cells, the Ombudsman's office is bridging the gap between state institutions and the public.

The outreach drive aligns with the Federal Ombudsman's mandate to provide expeditious and free-of-cost justice, especially for vulnerable populations who often face systemic delays in resolving everyday administrative grievances. The initiative also includes: real-time complaint resolution on site, monitoring of departmental performance, and follow-up mechanisms to prevent recurrence.

Officials stated that this campaign not only enhances public trust in the ombudsman institution but also encourages transparency and responsiveness across federal service departments.





FEDERAL OMBUDSPERSON OF PAKISTAN FOR PROTECTION AGAINST HARASSMENT



H.E. Fauzia Viqar Lends On-Ground Support for Female Citizens Deprived of Inheritance Rights

Federal Ombudsperson for Protection Against Harassment and OICOA Member H.E. Fauzia Viqar, supported by Additional Deputy Commissioner (East) Ms. Mehreen Baloch, led a Khuli Kacheri in Sihala city of Pakistan, to provide women a public platform to voice grievances related to inheritance and property rights.

Women attending the session shared accounts of being unlawfully deprived of their rightful shares, pressured into silence by relatives, or forcefully evicted from their homes. The forum highlighted the persistence of systemic barriers that deny women access to justice in matters of succession and property ownership.

To ensure practical support, legal teams were present on-site, offering immediate guidance and outlining steps women could take to reclaim their rights. Ms. Viqar reaffirmed FOSPAH's commitment to protecting women's dignity and access to justice, emphasizing that the institution will continue to stand with women facing discrimination and dispossession.

H.E. Fauzia Viqar Calls for Stronger Protections for Female Prisoners in Police and Correctional Facilities

Federal Ombudsperson for Protection against Harassment, and OICOA Member H.E. Fauzia Viqar, met with Additional Inspector General of Police South Punjab, Mr. Muhammad Kamran Khan, to discuss safeguarding the rights of women in police custody and correctional institutions.



The meeting was also attended by Chief Police Officer (Multan) Mr. Sadiq Ali Dogar, senior police officials of the region, and Superintendent of Multan Women's Jail Ms. Fareeha Ashraf.

During the discussions, Ms. Viqar outlined FOSPAH's mandate and stressed the urgency of strengthening protections for female inmates, with particular focus on their rights, dignity, and well-being. She underscored the need for institutional accountability and the adoption of gender-responsive measures across police and correctional facilities to ensure compliance with harassment laws and to uphold women's safety and human rights.

Ms. Viqar also noted that women in detention are among the most vulnerable to abuse and neglect, making it critical for oversight bodies to work closely with police leadership and prison administrations. She emphasized that improving conditions for women in custody is not only a matter of compliance with the law, but also a measure of Pakistan's commitment to justice, equity, and human rights at large.

In response, police officials assured full cooperation with FOSPAH and pledged concrete steps to strengthen safeguards for women in custody.



FEDERAL BANKING OMBUDSMAN OF PAKISTAN



H.E. Sirajuddin Aziz Urges Consumer Vigilance for Pakistani Citizens Amid Surge in Digital Complaints Regarding Cyber Fraud

The Office of the Banking Mohtasib Pakistan, led by H.E. Sirajuddin Aziz (OICOA Member), has reported a sharp uptick in customer complaints during the first half of 2025, resolving 16,006 cases and granting over Rs 882.25 million in monetary relief, which is a substantial increase from the Rs 681 million awarded during the same period in 2024.

Highlighting the growing threat of cyber and phone-based financial fraud, Sirajuddin Aziz cautioned customers against sharing personal or banking details with unknown callers or online platforms. He noted that many complaints stemmed from fraudulent transactions and identity theft schemes, stressing that public awareness and digital vigilance are as critical as regulatory oversight in protecting consumers in today's technology-driven banking environment.



FEDERAL INSURANCE OMBUDSMAN OF PAKISTAN

Chief Minister of Sindh Commends Insurance Ombudsman of Pakistan H.E. Mumtaz Ali Shah on Strong Performance in Insurance Dispute Resolution

Sindh Chief Minister Syed Murad Ali Shah met with Federal Insurance Ombudsman and OICOA Member H.E. Mumtaz Ali Shah to review the 2024 Annual Report on 15th of July. The report revealed that out of 6,116 complaints received from policyholders across Pakistan, an impressive 95.27% (5,827 cases) were resolved, with the remaining 289 cases in progress.



The resolved complaints covered a wide range of insurance matters—from term life and bank-related policies to health, automotive, and theft insurance. The Chief Minister commended the strong performance and resolution record of the Insurance Ombudsman's Office. He underscored the urgent need to raise public awareness of insurance rights and grievance redress mechanisms, noting that better-informed citizens are more likely to pursue their entitlements effectively.

Observers believe the Federal Insurance Ombudsman's consistent performance under H.E. Mumtaz Ali Shah demonstrates how independent oversight institutions can directly impact citizens' financial security. With the insurance sector often criticized for delays and lack of transparency, the Ombudsman's role in restoring confidence and ensuring timely redress is seen as a model for strengthening consumer protection in Pakistan.



PROVINCIAL OMBUDSMAN OF PUNJAB



H.E. Ayesha Hamid Elected as the 2nd Vice-President of International Ombudsman Institute (IOI)

OIC Ombudsman Association Member from Pakistan and Provincial Ombudsman of Punjab, H.E. Ayesha Hamid, has been elected as the Second Vice-President of the International Ombudsman Institute (IOI).

The IOI is headquartered in Vienna and represents over 200 independent ombudsman institutions from various continents and regions across the world.

This achievement not only marks a proud moment for Pakistan but also reinforces the growing leadership role of OICOA Member Institutions on the global ombudsman stage. Ms. Hamid's election reflects international confidence in her capabilities and vision for strengthening ombudsman cooperation, transparency, and citizen-centered accountability. We extend our warmest congratulations and best wishes to Ms. Ayesha Hamid as she takes on this important role within the IOI. Her appointment promises to bring valuable regional insight and principled leadership to the global ombudsman community.

Ombudsman Punjab to Launch Mobile Van Service to Expand Access to Justice in the Province of Punjab

On the directives of H.E. Ayesha Hamid, the Office of the Ombudsman Punjab will soon launch a Mobile Van Service to extend grievance redressal facilities across South Punjab, a move designed to bridge the gap between citizens and state institutions. The van will travel to towns and villages where people often face logistical and financial barriers in reaching ombudsman offices, ensuring that justice is available at the community level.

This initiative will particularly target areas in South Punjab, where many citizens live far from administrative hubs and are often left without timely recourse to institutional remedies.

By bringing complaint registration, case follow-up, and advisory services directly to their doorstep, the Ombudsman is responding to a long-standing need for accessible, affordable, and inclusive mechanisms of justice.

Mobile outreach of this kind not only empowers marginalized citizens but also strengthens accountability within the state apparatus. It shifts the perception of justice from being a distant, formalized process to a living service embedded in everyday community life. The Mobile Van initiative is anticipated to mark a turning point in how grievance redress is delivered by Ombudsman Office of Punjab by transforming it into a more proactive, people-centered institution.





PROVINCIAL OMBUDSMAN OF SINDH

H.E. Sohail Rajput Launches Collaborative Outreach Initiative with UN Agencies and Civil Societies

H.E. Muhammad Sohail Rajput, Provincial Ombudsman Sindh and OICOA Member, chaired a high-level meeting attended by representatives of prominent UN agencies, foreign and local NGOs, community based organizations, local support organizations, and civil society organizations to formally launch the “Awareness and Outreach Program - A Collaborative Initiative.”



The meeting brought together a wide array of humanitarian & development partners, including UNRC, UNOCHA, United Nations Provincial Program Team-Sindh, Pakistan Red Crescent Society-Sindh, Legal Aid Society, Legal Rights Forum, HANDS Foundation, Sindh Rural Support Organization, Thardeep Rural Development Programme, Fast Rural Development Program, Muslim Hands, Helping Hand for Relief and Development, and the Pakistan Humanitarian Forum.

Mr. Rajput stressed the importance of inclusive partnerships to extend services to vulnerable communities, noting that coordinated outreach builds public trust and ensures timely redress. Partner organizations in attendance pledged full support, committing to help with awareness campaigns, community activities, and promoting the Ombudsman’s role through their platforms.

H.E. Sohail Rajput Addresses the Seminar Held by Pakistan Red Crescent Society on ‘Role of Ombudsman Sindh in Public Grievance Redressal’

The Office of the Provincial Ombudsman Sindh, in collaboration with the Pakistan Red Crescent Society (PRCS) Sindh, convened a high-impact awareness seminar to strengthen citizen engagement, expand access to justice, and foster cross-sectoral humanitarian partnerships.



In his keynote address, Sindh Ombudsman and OICOA Member H.E. Mohammad Sohail Rajput, stressed the urgent need to narrow the gap between institutions and the public. “Out of a population of 55.5 million, only 9,000 complaints have been filed—an indication of limited public awareness and institutional trust,” he observed, noting that more than 6,700 of these cases have already been resolved. He also announced a reform agenda that includes digitizing the complaint system, launching a bilingual mobile application, and formalizing cooperation with PRCS Sindh through an upcoming Memorandum of Understanding.

The event drew participation from provincial leadership, UN agencies, international NGOs, community-based organizations, and civil society actors—reflecting growing momentum towards citizen-focused governance and resilient public institutions. With its focus on transparency, digital inclusion, and collaborative action, the Ombudsman’s Office is positioning Sindh as a regional model of innovation in ombudsmanship.



PROVINCIAL OMBUDSMAN SINDH FOR PROTECTION AGAINST HARASSMENT OF WOMEN AT WORKPLACE



H.E. Justice (R) Shahnawaz Tariq Dismisses the CEO of K-Electric for Harassing a Female Employee

The Sindh Provincial Ombudsman for Protection Against Harassment of Women at the Workplace, H.E. Shahnawaz Tariq has found the CEO of Karachi Electric (K-Electric) Mr. Syed Moonis Alvi guilty of workplace harassment and mental torture of a former female colleague. The ombudsman's order said that Mr. Alvi had "committed harassment, created a hostile environment and caused mental agony at the workplace to the lady in question and her team".

Consequently, Alvi was penalised under Section 4(4)(ii)(c) of the Protection against Harassment of Women at the Workplace Act, 2010, and ordered removed from his service instantly, along with a penalty of Rs2.5 million, which shall be paid to Khan as compensation within 30 days of the order being passed.

The legal counsel of the complainant praised H.E. Shahnawaz Tariq for his decision and said that "It serves as a beacon of hope for every working woman who has been forced into silence. We stand with all women who speak out and will continue to fight until dignity and safety are guaranteed in every workplace."



PROVINCIAL OMBUDSMAN OF KHYBER PAKHTUNKHWA

H.E. Muttahir Zeb Sworn in as the Provincial Ombudsman of Khyber Pakhtunkhwa Province of Pakistan

H.E. Muttahir Zeb formally assumed office as the new Provincial Ombudsman (Mohtasib) of Khyber Pakhtunkhwa, pledging to uphold the values of justice, transparency, and public service. The oath was administered by the Governor of Khyber Pakhtunkhwa, Faisal Karim Kundi, at the Governor House in Peshawar.



The ceremony was honored by the presence of distinguished guests, including H.E. Rubab Mehdi, the Provincial Ombudsperson for Women, along with senior government officials and representatives from civil society. Governor Kundi congratulated Ombudsperson Zeb on his new mandate and shared confidence in his ability to enhance administrative accountability and citizen-focused grievance redressal.

Muttahir Zeb brings to the KPK Ombudsman's office a deep reservoir of bureaucratic expertise and firsthand administrative insight—particularly from regions of Pakistan with unique governance challenges. His leadership as a seasoned bureaucrat is expected to reinforce the institution's credibility in delivering accessible, fair, and effective grievance redressal, especially as it continues expanding public outreach and digital access in Khyber Pakhtunkhwa.



OICOA President and Chief Ombudsman of Türkiye H.E. Mehmet Akarca visits the Office of the Governor of Ankara Hon'ble Vasip Şahin



Sultan of Damagram H.M. Aboubacar Oumarou called on the Chief Ombudsman of Türkiye, H.E. Mehmet Akarca



H.E. Mehmet Akarca receives a Commemorative Souvenir from President of the Rize Chamber of Commerce & Industry



UN Women Türkiye Country Director Mrs. Maryse Guimond visited Ombudsman of Türkiye Hon'ble Fatma Benli Yalçın.



**OICOA Board Member and Mediator of Morocco
H.E. Hassan Tariq in conversation with SNRT
Channel Anchor while discussing Annual
Statistics of his Office for the year 2024**



**H.E. Hassan Tariq (Mediator of Morocco)
holding a Press Conference regarding
2024 Annual Report and its key findings
and recommendations**



**OICOA Board Member and Human Rights
Commissioner of Azerbaijan H.E. Sabina
Aliyeva received the Plenipotentiary
Ambassador of the Republic of Turkey to
Azerbaijan H.E. Birol Akgun**



**H.E. Sabina Aliyeva participated in the seminar
on "Human Rights and Equality Right" held in
Ankara, Turkiye, at the invitation of Hon'ble
Muharrem Kilic, Chairman of the Human Rights
and Equality Organization of Turkey**



OICOA Board Member and Secretary General of the Ombudsman of Bahrain H.E. Ghada Hamid received the Ambassador of the Kingdom of the Netherlands to Bahrain on the occasion of the approaching end of his diplomatic tenure



Chairman of the Indonesian Ombudsman H.E. Mokhammad Najih receives an audience with the Selection Committee for Candidate Members of the Indonesian Ombudsman for the 2026–2031 Period



OICOA Member and Chairman of Administrative Control Authority of Libya H.E. Abdulla Qaderboh holds a meeting with Chairman of Civil Aviation Authority to discuss airport development projects



During his official visit to Algeria H.E. Abdulla Qaderboh met the Chairperson of Algerian Supreme Authority for Prevention of Corruption, Hon'ble Ms. Saleema Mousserati



OICOA Member and Chairman of Jordanian Integrity and Anti-Corruption Authority (JIAAC) H.E. Muhammad Hijazi signs an MoU with National Cyber Security Center to Strengthen Inter-institutional Cooperation



OICOA Member and Pakistan's Federal Ombudsperson H.E. Fauzia Viqar visits the Women Chamber of Commerce (Lahore) to raise awareness regarding workplace safety for women and ensuring anti-harassment protocols.



Interns from Federal Tax Ombudsman of Pakistan visited the Asian Ombudsman Association and had an interactive session with the Executive Secretary and former Ambassador of Pakistan Hon'ble Abdulmoiz Bokhari



Pakistan's Provincial Ombudsman of Sindh and OICOA Member H.E. Muhammad Sohail Rajput gives an orientation session on the mandate of Sindh Ombudsman to the interns of Federal Tax Ombudsman of Pakistan



Pakistan's Provincial Ombudsman of Punjab holds an awareness seminar led by Senior Advisor Mr. Arif Baloch in association with Lahore Chamber of Commerce & Industries



An awareness seminar held by Provincial Ombudsman of Punjab - Pakistan Nishat Boys College to brief students about the services and success stories of the Office of the Ombudsman



OICOA Member and Ombudsman of Mozambique H.E. Isaque Chande visited the President of Maluana Science and Technology Park, Mr. Orlando Zobra



Ombudsman of Mozambique H.E. Isaque chande interacted with the officers of National Migration Service and inquired about the protocols regarding swift passport processing for the citizens



National Human Rights Commission of Bangladesh held a prayer session for the departed souls in the tragic military plane crash of Bangladesh Airforce



Officers from Ombudsman of Gambia conducted an official visit to the Tallinding Farokono Police Post to assess the conditions of detention and identify the challenges faced by officers stationed there



Officers from Mediator of Ivory Coast visited the studio of *Radio La Voix des Lacs* in Yamoussoukro to strengthen partnership and raise awareness about the Mediator of the Republic's role ahead of the October 2025 presidential election



Officers from the Mediator of Ivory Coast arrive at the village of Baya to resolve a Chieftaincy Conflict between the villagers



PRESS COVERAGE



Press coverage of Chief Ombudsman of Türkiye's citizen outreach session in Rize under the theme 'Ombudsman Meets with the People of Rize'

OMBUDSMAN RİZELİLERLE BULUŞTU

Kamu Başdenetçisi Mehmet Akarca, "Ombudsman Rizelilerle Buluşuyor" temalı konferans kapsamında Rize'de vatandaşlarla bir araya geldi.



Recep Tayyip Erdoğan Üniversitesi İlahiyat Fakültesi Konferans Salonu'nda düzenlenen programa; Valimiz Sayın İhsan Selim Baydaş, Rize Milletvekili Harun Mertoglu, Rize Belediye Başkanı Rahmi Metin, Kamu Denetçileri Saadetdin Kalkan, Ertuğ Erkan Balta ve Genel Sekreter Mehmet Doğan, Recep Tayyip Erdoğan Üniversitesi Rektörü Prof. Dr. Yusuf Yılmaz, il protokolü, kamu kurum ve kuruluşlarının temsilcileri, sivil toplum kuruluşları ve çok sayıda vatandaş katıldı.

Program; saygı duruşu ve

İstiklal Marşı'nın okunmasının ardından, Kamu Denetçiliği Kurumu'nun tanıtım videosuyla başladı. Videoda, kurumun görevleri, başvuru süreçleri ve bugüne kadar gerçekleştirdiği çalışmalar hakkında bilgi verildi.

Açılış konuşmalarında, Kamu Denetçiliği Kurumu'nun vatandaşların kamu idaresiyle yaşadığı sorunlara hızlı, adil ve dostane çözümler sunduğu vurgulandı. Valimiz Sayın İhsan Selim Baydaş konuşmasında, kurumun toplumun geleneksel uzlaşma kültürünü kurumsal bir yapıya taşıdığını belir-

terek, "Yargı öncesi bir çözüm mekanizması olan Kamu Denetçiliği Kurumu, aslında toplumumuzda var olan 'oturup konuşarak çözme' anlayışının bir yansımasıdır." dedi.

Kamu Başdenetçisi Mehmet Akarca ise yaptığı konuşmada, kurumun anayasal dayanakla kurulduğunu ve vatandaşlara ücretsiz hizmet sunduğunu belirtti. Akarca, "Kurumumuz, Türkiye Büyük Millet Meclisi'ne bağlı, anayasal bir hak arama mekanizmasıdır. Vatandaşlarımız, kamu kurum ve kuruluşlarının işlem ve eylemlerine

ilişkin şikâyetlerini kolayca ve ücretsiz şekilde bize iletebilmektedir." dedi.

Başvuruların e-Devlet, web sitesi, valilik ve kaymakamlıklar aracılığıyla yapılabildiğini hatırlatan Akarca, "Amacımız, sorunları mahkemeye taşımadan hızlı ve dostane bir şekilde çözmek. Başvurunun alınmasıyla birlikte süreci hemen başlatıyoruz. Gerekli durumlarda idareyle yazışmalar yaparak en geç altı ay içinde sonuçlandırıyoruz. Ayrıca bize yapılan başvuru, yargı sürecini durduruyor; hak kaybı yaşanmı-

yor." ifadelerini kullandı.

Akarca, kamu hizmetlerinin etkinliğini artırmayı ve vatandaş memnuniyetini yükseltmeyi amaçladıklarını vurgulayarak, "Çocuktan yaşlıya, kamu işçisinden akademisyene kadar herkes bize başvurabiliyor. Bu da devletin vatandaşına duyduğu saygının bir göstergesidir." dedi.

Konferans, soru-cevap bölümüyle sona erdi. Katılımcılar, Kamu Denetçiliği Kurumu'nun çalışmalarını hakkında detaylı bilgi alma fırsatı buldu.

Haber-Foto: BAYRAMALI KAVALCI

Turkish Ombudsman Institution recommends the Ministry of National Education (MEB) to regulate tuition fees and extra service charges in private schools

KDK'den "düzenleme yapılsın" tavsiyesi

Kamu Denetçiliği Kurumu (KDK), özel öğretim kurumlarının kademe başlangıç ücretleri ile eğitim dışında sunulan hizmetlerdeki fiyat artış oranlarının belirlenmesi konusunda düzenleme yapılması adına Milli Eğitim Bakanlığına (MEB) tavsiye kararı verdi.

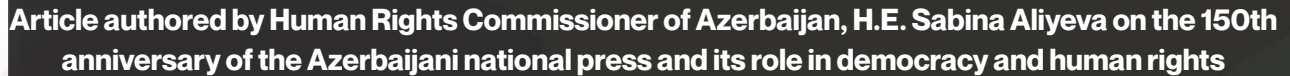
KDK'nin kararına göre, özel okulda eğitim gören bir öğrenci için 2023'te 169 bin lira olan kayıt yenileme ücreti, 2024-2025 eğitim öğretim dönemi için 350 bin liraya



yükseltildi. Eğitim öğretim ücretlerine MEB mevzuatında belirlenen üst sınırı çok üzerinde zam yapıldığını belirten bir veli, KDK'ye başvurdu. Başvuruyu

inceleyen KDK, okulun, eğitim hizmetleri ücretine Bakanlıkça belirlenen üst sınırdan zam yaptığını, ancak eğitim dışındaki yemek, servis, takviye kursu,

kırtasiye gibi hizmetlerde ise yüzde 236'lık artış uyguladığını tespit etti. KDK'nin bu kapsamda aldığı tavsiye kararında, hem özel öğretim kurumları tarafından sunulan eğitim dışı hizmetlerle ilgili fiyat artışlarına hem de ara sınıfların yanında ilköğretim, ortaokul, lise gibi kademe başlangıç ücretlerine işaret edildi. Bu çerçevede, özel öğretim kurumlarının belirlenen kademe başlangıçları öğrenim ücretleri ve eğitim dışı hizmetlerle ilgili fiyat artışları için Milli Eğitim Bakanlığının denetimi ve sınırlamaları kapsamında yönetmelik düzenlemesi yapılması yönünde tavsiye kararı verildi. Ayrıca, KDK, başvuruya konu okul hakkında da inceleme başlatılması gerektiği kanaatine vararak, tavsiye kararı örneğinin ilgili kurumlara gönderilmesini kararlaştırdı. (AA)



THE OMBUDSMAN OBSERVER



PRESS COVERAGE

Article by H.E. Hassan Tariq (Mediator of Morocco) published in Al-Sahifa al-Maghribiya under the title: "National Institutions and Civil Society: Gateways to Rethinking New Horizons for Moroccan Democracy"

المؤسسات الوطنية والمجتمع المدني مداخل للتفكير في آفاق جديدة للديمقراطية المغربية

تتمة الصفحة 1



حسن طارق

ولعل عمق هذا التقارب يتعلق، في الواقع، بدينامية التحول الذي عرفته تجربة المجتمع المدني المغربي، وهو ينتقل من نمط من التبعية قائم على مركزية القيم والمشروع المجتمعي، ضمن ما يعرف بـ«مجموعات» الفكرة، إلى نمط أكثر اشتراكاً مع واقع السياسات، تبعاً وتقيماً وترافعا ويحذا عن التأثير. وهذا ما أوجد عمليا قاعدة واسعة للمشاركة الذي يجمع الممارسة المدنية التي باتت أكثر ارتباطاً بمخرجات الفعل العمومي الوطني أو المحلي، بالمؤسسات الوطنية المنشغلة بالأساس بتأطير الحوار العمومي حول السياسات، بمرجعية حقوقية ومعيارية.

ضمن مسار هذا التامل، تتبدى العلاقة بين المجتمع المدني والمؤسسات الوطنية كافي مفتوح لا يكتمل عند حدود النصوص أو الترتيبات الشكلية، وإنما يمتد في جوهريه إلى تلك اللحظة التي يلتقي فيها العقل الجمعي بإرادة الإصلاح، فيصوغ وعيا مشتركا يعيد تعريف معاني المشاركة ويحررها من عوائق التردد والانغلاقية. وفي هذا التلاقي تتأسس إمكانيات المعنى العميق للديمقراطية كتعاقد دائم على تجديد العلاقة بين الدولة ومجتمعها، حيث تصبح التقاطعات بين الاجتهاد المدني، والانفتاح المؤسسي، إسهاما لاقتنا في كتابة سيرة ذكاء جماعي تثيرها قيم الحق والإنصاف والمسؤولية.

ولعل هذه العلاقة وهي تتأطر بالضرورة ضمن العنوان الكبير للعلاقة بين الدولة والمجتمع، تبدو أكثر انفتاحا للمستقبل، بالمعنى الذي يجعلها أحد مسالك تدعيم المسار الديمقراطي، من مدخل المشاركة المدنية، وبالمعنى كذلك الذي يجعلها إنكسارية تاريخية لإعادة بناء وترتيب معادلات الدولة والمجتمع، من زاوية المؤسسات الوطنية باعتبارها المكون الدستوري الذي يقوم شرطه الوظيفي على القرب من تعبيرات المجتمع وحساسياته، ومن زاوية المجتمع المدني الذي تنهض فكرته الأصلية على تمثيل أدوار الوساطة بين انتقادات ومطالب المجتمع وبين أجوبة الدولة وسياساتها.

ضمن هذا الأفق، سيظل انفتاح مؤسسة وسيطة المملكة على المجتمع المدني خيارا أصيلا، يجسد اليد المعهودة للحوار المسؤول، ويرسخ الثقة كقيمة تؤسس لاتفاق أرحب للتلاقي بين الدولة والمجتمع.

* كلمة الأستاذ حسن طارق، وسيط المملكة، بمناسبة افتتاح الدورة 41 للاكاديمية السياسية للشباب الديمقراطي المتطلعة من طرف منتدى المواطنة الحمدية، 23 ماي 2025

تلقت تكوينها في مدرسة المجتمع المدني، بعدما استأنست بمهارات الفعل الجمعي في التواصل، والترافع، والتأطير، والتكوين، وبعدمها تلبغت - أساسا - بـ«الالتزام من أجل قضايا الديمقراطية وحقوق الإنسان والتنمية». كما يظهر أثر ذلك جليا في مخرجات وأدبيات وتقارير هذه المؤسسات، التي تأثرت بتقاليد البحث العلمي - la recherche en action -، التي طورتها التجارب الرائدة داخل الحقل الجمعي المغربي، في سياق تفاعلها التفاعلي واستراتيجيات التأثير التي اعتمدتها في العلاقة بالسياسات العمومية.

وإذا كان من الضروري - في سياق معين - تقييم الأداء العام لهذه المؤسسات الوطنية، فلا شك أن المتتبعين سيقفون على تشخيص أولي يتمثل في ارتكازها - من البدايات إلى تكريس الحضور داخل السبيل الوطني - على ثلاث أركان مركزية هي: الخبرة الجامعية، والتراكم البشري والتنظيمي لإدارة المغربية، بالإضافة طبعا إلى التقليد الجمعي للمدارس الكبرى للمجتمع المدني منذ بدايات الاستقلال (الجمعيات التربوية، الحركة الحقوقية والنسائية، منعتف الفضاء الجمعي، الديناميات المحلية/التقوية...).

ولاشك، من جهة أخرى، أن الانخراط المغربي رسميا ومدنيا في تمرين أممي مثل آلية الاستعراض الدوري الشامل على مستوى مجلس حقوق الإنسان، أو في العديد من الواجهات الدولية الأخرى، قد سمح بدوره بالكثير من التقارب بين المجتمع المدني والمؤسسات الوطنية الحقوقية، وعلى مستوى إنتاج المقاربات والخطاب وبصورة اللغة والمرجعيات المعيارية والمنهجية.

وبينما المجتمع المدني، من حيث الهوية والاهتمامات والطبيعة العضوية، هو الأقرب للمؤسسات الوطنية، باعتبارها ابتكارا في دينامية تحولات هندسة الدولة الوطنية، يسمح في العمق بتأمين أشكال جديدة للتفاعل مع المجتمع، خارج ما تضمنه تقليديا القنوات الانتخابية والسياسية، أو الآليات الإدارية والتنظيمية، مفتوحة بذلك على صنع للمشاركة المواطنة خارج دورات ولاية التمثيل النيابي، أو مساطر التأطير الإداري المباشر.

ليس من الغريب أن هبات الوساطة، في الكثير من التجارب المقارنة، تعتمد على منظومة دعم متكامل من فعاليات المجتمع المدني لتمثيلها في نقاط القرب المحلي من المرتفقين، حيث يصبح المجتمع المدني بمثابة امتداد عضوي ووظيفي للوساطة المؤسساتية.

وغير بعيد عن ذلك، تمثل تجربة المجلس الوطني لحقوق الإنسان، على مستوى العضوية المركزية بالمجلس أو عضوية اللجان المحلية، حالة لمأسسة انفتاح منظم لهيئات الحكامة على فعاليات المجتمع المدني.

في مرجعية ذلك، يصبح هذا الانفتاح في الوقت نفسه مؤشرا على فعالية المؤسسات الوطنية ذات الطبيعة الحقوقية واحد عناصر تقييم أدائها وهندسة بنائها التنظيمي، وكذا دليلا على استقلاليتها. ذلك أن ارتباطها بدينامية المجتمع، وجعلها آلية منفتحة على المبادرة المدنية والمواطنة، يبقى في الخلاصة عنصرا من عناصر تحصيل هويتها الاستقلالية.

لا بد في هذا السياق من استحضار مقتضيات المادة 18 من القانون رقم 14.16 المنظم لمؤسسة وسيط المملكة، والتي تمكن الجمعيات - إضافة إلى أعضاء البرلمان ورؤساء الإدارات وهيئات الحكامة - من الحق في إحالة التظلمات الموجهة إليهم، والتي تدخل ضمن مهام وصلاحيات الوسيط، على أنظار المؤسسة. إن استحضار تزامن سبائقي انبثاق المجتمع المدني ويسرور الظاهرة المؤسساتية للمجالس الوطنية كتطوير لتقليد الاستشارة، لا ينبغي أن يحجب النظر إلى زوايا أخرى للتقاطعات التي تجمع الديناميتين في الزمن المغربي للأربعة عقود الماضية.

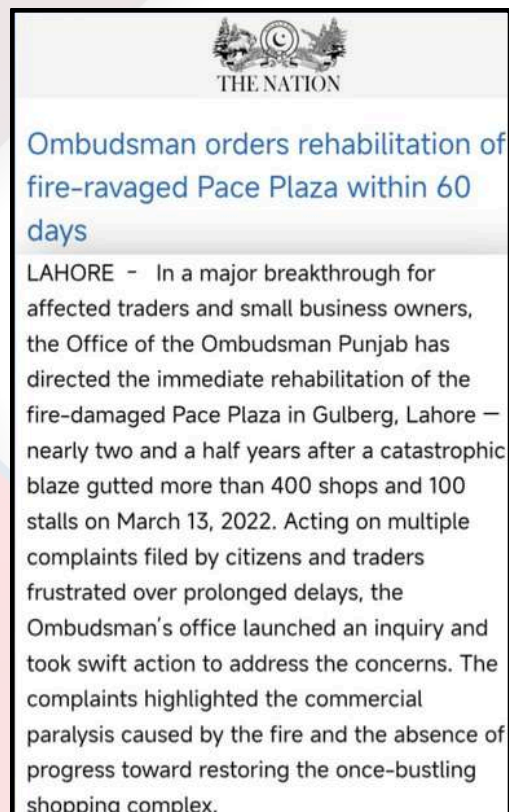
وفي هذا الإطار، استندت المؤسسات الوطنية في تأطير مواردها البشرية وقيادة برامج عملها إلى العديد من الأطر التي



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Ombudsman of Mozambique's Statement during his Visit to Afungi Special Operational Theatre

Mozambique: Terrorism is a challenge to fundamental rights – Ombudsman in Palma district

4:30 CAT | 23 Jun 2025

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Isaac Chande visited the Afungi Special Operational Theatre.
[Photo: Provedor de Justiça de Moçambique]

The Mozambican ombudsman, Isaque Chande, believes that Islamist terrorism in the northern province of Cabo Delgado is a challenge to citizens' fundamental rights.

According to the ombudsman, speaking during a working visit to Cabo Delgado, there is a need to draw up strategies aimed at solving conflicts involving citizens and public institutions in that province, especially in those areas affected by terrorism.

Therefore, he said, the local government must continue to

News Article from Agence Ivoirienne de Presse (AIP) regarding an outreach activity conducted by Mediator of Ivory Coast

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BOUNA BOUKANI BY ROBERT NATEM OULAI - 6 AOÛT 2025

Côte d'Ivoire-AIP/Les missions du médiateur de la République présentées aux populations de Syalédouo

La rencontre avec le médiateur délégué à Syalédouo, dans le département de Boua

Boua, 06 août 2025 (AIP)–Le médiateur délégué du Bounkani, Daouda Ouattara, a présenté mercredi 06 août 2025, les missions fondamentales du médiateur de la République aux populations de Syalédouo, localité située dans le département de Boua, lors d'une rencontre de sensibilisation pour une présidentielle apaisée.

M.Ouattara a souligné que le médiateur de la République est un facilitateur social dont le rôle consiste à régler les différends opposant les administrés ou les communautés à l'administration publique ou à tout organisme investi d'une mission de service public. À ce titre, il intervient pour rétablir le dialogue et favoriser une compréhension mutuelle entre les parties en conflit.

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