



THE OMBUDSMAN OBSERVER

August 2025

An OIC Ombudsman Association Publication

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Associate Editor
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The President's Message

Dear Esteemed Members and Colleagues,

Welcome to the August edition of the Organization of Islamic Cooperation Ombudsman Association (OICOA) Newsletter.

As we all know, the strength of Ombudsman Institutions lies in its visibility and public recognition. It is essential for citizens to be informed about their rights, the means to seek legal remedies, and therefore the Ombudsman Institution. With this understanding, as the Ombudsman Institution of Türkiye, this summer we focused our efforts on domestic activities, aimed at raising public awareness and fostering closer engagement with citizens.



We brought citizens, NGOs and local administrations together in regional conferences held in several cities. On the other hand, we conducted high-level visits and meetings to strengthen our cooperation with public administrations.

Meanwhile, as the President of OICOA, I am pleased to see the support and enthusiasm of Ms. Fauzia Viqar, Federal Ombudsperson for Protection Against Harassment of Women at the Workplace in terms of her initiative to establish a sub-committee on women's rights under OICOA. I look forward to your valuable support for this important initiative in the near future.

On this opportunity, I would like to once again congratulate our esteemed colleague, Provincial Ombudsman of Punjab, Ms. Ayesha Hamid on her election as the Second Vice-President of the International Ombudsman Institute (IOI).

Thank you all for your continued unwavering dedication and commitment to our shared mission, which will foster the protection of human rights, principles of good administration.

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

Dear OICOA Members,

OICOA is proud of its member institutions. We are a family in the best sense of the word, diverse in mandate and context yet united by a commitment to fairness, accountability, and human dignity. You can expect this newsletter to continue highlighting the accomplishments of our members so that effective models are shared, adapted, and scaled.

Allow me to congratulate Justice Zabiullah, Vice President of OICOA, for his role in shaping Iran's anti-corruption whistleblower protection system. Whistleblower safeguards are not only legal instruments; they are confidence mechanisms that protect the truth teller, strengthen investigative integrity, and deter misconduct across the public sphere.

I stand in solidarity with the statement issued by Ms. Sabina Aliyeva, OICOA Board Member, on the International Day of the Victims of Enforced Disappearances. My prayers remain with the innocent souls lost to senseless conflict and with those affected by the occupation of Azerbaijani territories. I also commend the Mediator of Côte d'Ivoire for its sustained advocacy and citizen outreach to help ensure transparency and fairness in the upcoming elections.

My best wishes to Ms. Ayesha Hamid, Ombudsman of Punjab, for the IOI Asian Regional Meeting which is being hosted under her leadership in Lahore next month. Our OICOA delegation looks forward to participating and learning from global counterparts in the field of ombudsmanship.

I would like to close on a request for thoughts and prayers for the flood-stricken families in Pakistan. I am deeply thankful to our Board Members and Member Institutions for their consistent support and engagement.

MESSAGE FROM THE EXECUTIVE SECRETARY

Respected OICOA Members,

Thank you for the heartening response to our refreshed newsletter interface. Your feedback affirms the direction we have taken, and we are working each passing day to refine the experience and deepen the value of every issue.

I am particularly excited to introduce 'Legendary Ombudsman' and 'Ombudsman in Focus' as our new features. In this issue, former President of OICOA and Chief Ombudsman of Turkiye Hon'ble Şeref Malkoç has been featured where we rejoice his legacy of excellence. On the other hand, H.E. Mokhammad Najih (OICOA Board Member and Chairman of Indonesian Ombudsman) has been featured as our Ombudsman in Focus, owing to his innovative and proactive approach towards addressing and eradicating maladministration among the public functionaries from grass-root level.

I extend warm congratulations to H.E. Sirajuddin Aziz, Federal Banking Ombudsman of Pakistan, on the publication of another authored volume on corporate leadership. I also congratulate H.E. Sohail Rajput, Ombudsman Sindh, on partnering with Transparency International Pakistan to advance transparency and climate justice.

Thank you once again for your engagement and support for OICOA. We welcome your feedback for this issue and will keep refining this platform to serve our shared mission with substance and clarity.



Almas Ali Jovindah
Executive Secretary
OIC Ombudsman Association

THE LEGACY OF ŞEREF MALKOÇ

The guiding hand behind OIC Ombudsman Association's resurgence and re-energizing Turkish Ombudsman Institution as a shining example of rights-based governance

Hon'ble Mr. Şeref Malkoç stands out as a transformative figure in the world of ombudsmanship, leaving an indelible legacy both in Türkiye and across the world. A prominent lawyer and former member of Turkish Parliament, Mr. Malkoç served as Türkiye's Chief Ombudsman and President of OIC Ombudsman Association (OICOA) from 2016 to 2024.



During his tenure, he recast Türkiye's Ombudsman Institution as more accessible, effective, and internationally engaged. Annual complaints rose from about 5,500 in 2016 to nearly 90,000 in 2020; recommendations issued jumped from 1,270 in 2019 to 68,577 in 2020; and compliance improved from 42% to 76.5%. He coupled these gains with nationwide outreach sessions, sustained engagement with academia, media, and NGO. He also delivered lectures that helped catalyze ombudsman clubs at more than 100 universities in Türkiye. During his tenure, the Ombudsman Institution of Türkiye issued thematic and research reports—on justice delivery and the ombudsman's role, on Türkiye's fight against COVID-19, and on human-rights violations in Gaza—which were translated and formally circulated to international humanitarian & legal organizations and relevant stakeholders worldwide.

Mr. Malkoç reconceptualized the ombudsman's remit as an instrument of humanitarian diplomacy. Under his stewardship, the Institution facilitated a major prisoner-of-war exchange in September 2022 and, in early 2024, undertook unprecedented bilateral inspections of POW facilities in both Ukraine and Russia to advance family reunification and minimum standards of humane treatment. Through direct engagements—including with President Volodymyr Zelenskyy—and systematic liaison with Russian counterparts, he modeled a neutral, rights-based mechanism for relief in armed conflict. In doing so, he helped consolidate Türkiye's emerging "ombudsman diplomacy," extending the office's influence beyond borders while remaining anchored in international humanitarian norms.

Perhaps Mr. Malkoç's most enduring contribution on the global stage was his leadership in OICOA. As its President from 2019 till 2024, he stood at the forefront of the Association's maturation—spearheading its first specialized training program, launching an exchange-based international internship that placed early cohorts across Member Institutions, and setting a durable template for capacity-building across the network. Mr. Malkoç was also one of the most vocal advocates of the Palestinian cause in the international ombudsman community. He consistently used OICOA's platform to highlight human rights violations in Gaza and to rally support for the innocent Palestinians. He also initiated the bid for securing an OIC affiliated status for OICOA, and by building a unified coalition across OICOA Members, guided it to fruition with the collective support of all the members—culminating in formal recognition that consolidated the OICOA's standing within the global body of Islamic States.

In sum, the legacy of Şeref Malkoç is defined by innovation, principled advocacy, and consensus building. Nationally, he strengthened the Ombudsman Institution as a robust guardian of citizens' rights by pairing academic insight with practical reform. Internationally, he pioneered ombudsman diplomacy by mediating humanitarian issues in conflict settings and convening peers under the OICOA banner to exchange best practices and reinforce professional solidarity. Colleagues across the global ombudsman community recognize that his tenure expanded the horizons of what an ombudsman can do. OICOA expresses its gratitude for his principled service, from his clear-voiced commitment to human rights to his cultivation of a fraternity of institutions committed to justice. The seeds of cooperation and compassion he planted will endure, inspiring ombudsman offices worldwide to pursue fairness, peace, and human dignity for all.



H.E. MOKHAMMAD NAJIH

The Guiding Force Behind the Success of Indonesian Ombudsman as the Stalwart of Curbing Maladministration at Grassroot Level

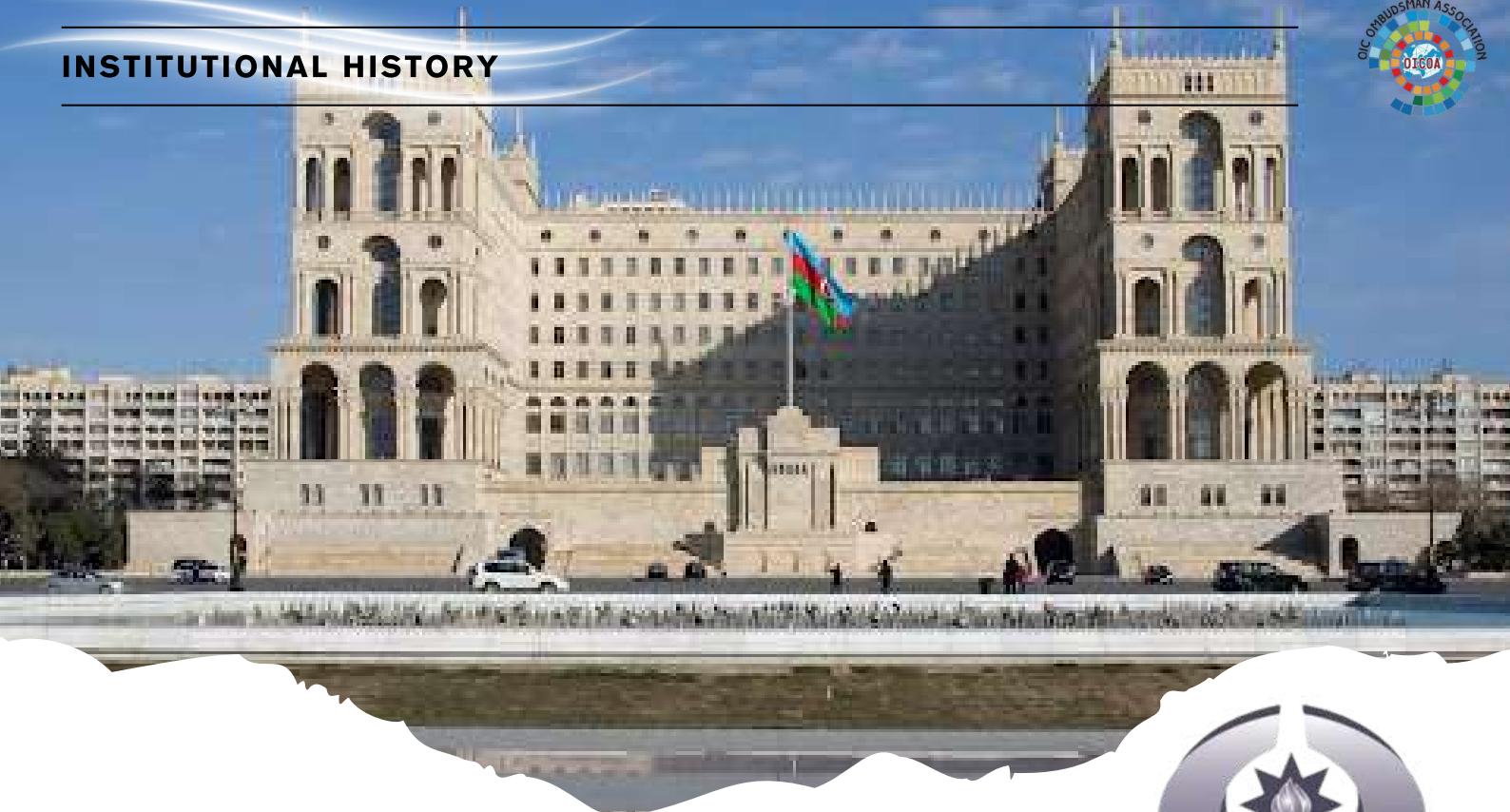
H.E. Mokhammad Najih is the Chairman of the Ombudsman of the Republic of Indonesia and a Board Member of the OIC Ombudsman Association (OICOA). Mr. Najih has earned a doctoral degree in law from Universiti Kebangsaan in Malaysia. He also directed the Master of Law program at Muhammadiyah University in Malang.

Appointed in 2021 as the Chairman of the Indonesian Ombudsman, he has leveraged his extensive legal and academic background to strengthen public service oversight in Indonesia while actively engaging in regional and international ombudsman cooperation.

Under his stewardship, the Indonesian Ombudsman documented a marked rise in citizen engagement and resolution effectiveness. The 2024 annual report records over ten thousand public complaints handled and high rates of successful closure, framing the year around a prevention agenda that strengthens oversight and reduces maladministration before it occurs. That institutional focus has translated into concrete remedies. Mr. Najih's team has pursued complex, systemic matters—notably helping resolve long-running grievances affecting some 1,400 transmigrant families in Nunukan, North Kalimantan—while continuing to recover monetary and non-monetary relief across a wide spectrum of public services. The approach blends firm standards with constructive follow-up to ensure that recommendations are implemented and that agencies internalize service improvements rather than treat them as episodic fixes.

Mr. Najih has also prioritized international cooperation as a lever for better outcomes at home. Regionally, he helped anchor the Southeast Asian Ombudsman Forum (SEAOF) as a practical platform for comparative learning and cross-border problem-solving; Indonesia hosted and then handed over the chairmanship in late 2024, underlining a cooperative model that now links peers in Thailand, the Philippines, and beyond. Globally, he has pursued targeted partnerships—most notably a 2025 cooperation and support arrangement with New Zealand's Chief Ombudsman—to exchange methods on complaint resolution, systemic investigations, and public-facing innovation. These ties reflect a clear theory of change: standards rise fastest when practitioners share tools, test them in different legal cultures, and report transparently on results.

As an incumbent OICOA Board Member since 2023, H.E. Mokhammad Najih has been a consistently active participant in the Association's deliberations, offering substantive interventions that sharpen program design and implementation. His timely inputs have supported key OICOA initiatives such as specialized training modules, internship exchange programs, and official resolutions. His input is sought after by his peers as it remains rigorous, practicable, and responsive to the collective needs of OICOA Member Institutions. The Executive Body of OICOA regards him as a focal voice for the realization of human rights and the advancement of citizen-centred administrative justice within the OIC community, that couples principled argument with a consensus-oriented style. Through steady participation, valued counsel, and constructive follow-through, he has helped translate OICOA's objectives into concrete workstreams with measurable impact. OICOA appreciates his continued enthusiasm and active engagement, and takes pride in his accomplishments as Chairman of the Ombudsman of Indonesia.



Human Rights Commissioner (Ombudsman) of Azerbaijan

Twenty Years of Dedication to Advancement and Protection of Human Rights

In the Republic of Azerbaijan, the Office of the Human Rights Commissioner (Ombudsman) has become a cornerstone of the national human rights framework since its establishment in the early 2000s. Created by a Constitutional Law on 28th December 2001 as part of post-independence reforms, the Ombudsman institution was conceived to bolster the protection of citizens' rights and align with international standards.

From its inception, the Ombudsman's mandate has been to safeguard rights guaranteed by Azerbaijan's Constitution and international treaties, addressing violations by state or local authorities. This role anchored the institution in both domestic law and global human rights obligations, reflecting standards such as the Paris Principles. Accredited as a National Human Rights Institution in 2006, the office filled a key gap in post-Soviet governance, serving as an independent watchdog to resolve grievances, promote rights awareness, and advocate reforms in line with international norms.

Mandate & Mission

Over the past two decades, the mandate of the Azerbaijani Ombudsman has broadened significantly, combining national legal authority with expanding international responsibilities. The Commissioner is empowered to investigate human rights complaints, recommend remedies, and address issues ranging from property disputes and welfare claims to allegations of ill-treatment by law enforcement.

Its mission emphasizes the protection of vulnerable groups—children, women, persons with disabilities, internally displaced persons, refugees, soldiers, prisoners, and the elderly—while also promoting preventive measures to avert future violations. In addition, the office plays a central role in advancing freedom of information and anti-discrimination norms, serving as the supervisory body under the *Law on Access to Information* to ensure that public institutions honor the right to information.

Alongside complaint handling, the Ombudsman advises on draft laws and state programs to strengthen human rights. Since 2009 the office has served as Azerbaijan's National Preventive Mechanism under the UN Optional Protocol to the Convention against Torture, inspecting detention facilities to prevent ill-treatment. It also monitors implementation of the Convention on the Rights of Persons with Disabilities under Article 33. These responsibilities, together with legal assistance and public education, embed the institution in both domestic law and the broader system of international human rights, translating global standards into national practice.

Hon'ble Elmira Suleymanova: Azerbaijan's First Human Rights Commissioner (Ombudsman)

Hon'ble Elmira Suleymanova was appointed in 2002 as Azerbaijan's first Human Rights Commissioner, and presided over the institution's formative 17 years by shaping it into a credible national mechanism for rights protection. She combined complaint resolution with initiatives on systemic reform, advocating stronger laws on domestic violence and child protection, and launching public campaigns on gender equality and social support for vulnerable groups. Her tenure saw the declaration of 2009 as Azerbaijan's "Year of the Child" and the promotion of policies supporting women entrepreneurs and families in need.

Ms. Suleymanova also embedded the Ombudsman's Office in global and regional networks: it became a Member Institution of global ombudsman bodies like OIC Ombudsman Association, International Ombudsman Institute, the European Ombudsman Institute, and the Asian Ombudsman Association (where she served as vice-president in 2015). Regular engagement with UN treaty bodies and the Human Rights Council further consolidated the institution's profile. By the time she stepped down in 2019, Ms. Suleymanova had secured this institution's place as a stable component of Azerbaijan's governance and an interlocutor between citizens, the state, and the wider human rights community.



H.E. Sabina Aliyeva: The Incumbent Human Rights Commissioner (Ombudsman) of Azerbaijan

H.E. Sabina Aliyeva's appointment as Azerbaijan's second Human Rights Commissioner in 2019 opened a period of further strengthening of the institution. A lawyer with experience in public administration, she inherited an Office with solid foundations yet confronted a dramatically altered context. Within her first year of appointment, the Second Nagorno-Karabakh War posed urgent humanitarian and accountability challenges. Under her direction, the Ombudsman's Office documented violations affecting civilians, raised the plight of detainees and missing persons.

Beyond conflict-related work, Ms. Aliyeva has strengthened the institution's profile in preventive and educational role: she expanded electronic complaint channels, prepared regional centres including one planned for Karabakh, and continued outreach to schools, youth groups, and civil society on themes from inclusive education to access to justice. Her tenure blends independence with constructive engagement, aligning human rights oversight with post-conflict recovery and national development goals, and positioning the Ombudsman as both guardian of individual rights and partner in social cohesion. Ms. Aliyeva was elected as the Board Member of OICOA in the 3rd General Assembly of OICOA in October 2023, and has since been at the forefront of successful attainment of goals and objectives of OICOA.





At the Forefront for the War-Affected Communities

The Human Rights Commissioner (Ombudsman) of Azerbaijan has recently expanded its internal structure to respond more directly to the aftermath of the Nagorno-Karabakh conflict and increasing social demand for targeted supports. In 2021, the Office created a dedicated Sector for Work with Families of Martyrs and War Veterans, tasked with addressing grievances of families of those who fell defending territorial integrity, people disabled in the conflict, and veterans. More recently in 2025, this sector was further expanded to also include the rights of migrants from Armenia, to keep up with evolving humanitarian challenges. Alongside this, the institution also established a Sector for Ensuring the Right to Equality, aimed at strengthening legal and social protections for equality, particularly for marginalized and vulnerable groups. These structural reforms show the Ombudsman's adaptation to emerging post-conflict needs and a sharpening of its mandate to integrate not only legal oversight but tailored social justice and equality work.

Institutionalizing Climate Justice

In recent years the Ombudsman's agenda has also expanded into the field of environmental and climate-related rights, reflecting the institution's capacity to adapt to emerging global challenges. On 2 October 2024, the Office convened the International Baku Forum of Ombudsmen in partnership with UNDP, drawing more than 200 participants from over thirty countries to examine how national human rights institutions can address climate change. Discussions ranged from climate justice and corporate accountability to access to information and the protection of communities affected by environmental degradation. The meeting concluded with the adoption of the Baku Declaration, affirming the responsibility of ombuds institutions to integrate climate considerations into their human rights mandates. By initiating this dialogue—later continued through contributions to COP29—the Azerbaijani Ombudsman positioned the office not only as a guardian of individual rights but also as an actor capable of framing new areas of accountability at the intersection of environment and human rights.



An Institution of International Stature and a Source of Pride for OICOA



The evolution of the Human Rights Commissioner of Azerbaijan shows how a national body can mature from tentative beginnings into an embedded component of constitutional governance, steadily accumulating legal authority, technical capacity, and international credibility. Its recognition within global ombudsman networks affirms the standing it has earned—and the responsibilities that follow—while, within the OIC Ombudsman Association, it is a matter of pride to have H.E. Sabina Aliyeva as a Board Member whose contributions enrich collective debates on accountability and human dignity across OICOA institutions. As the challenges facing oversight bodies grow more complex, this institution is positioned not only to safeguard rights at home but also to shape shared standards and practices across the OIC community, exemplifying how robust institutions can anchor justice and catalyze change amid profound pressures.



OMBUDSMAN INSTITUTION OF TURKIYE

H.E. Mehmet Akarca Visits the Rectors of Turkish Universities

Chief Ombudsman of Turkiye and OICOA President H.E. Mehmet Akarca, accompanied by senior Ombudsmen, recently paid official visits to leading universities in Ankara. The delegation was received by Prof. Dr. Musa Kazım Arıcan, Rector of Ankara Social Sciences University; Prof. Dr. Ali Cengiz Köseoglu, Rector of Ankara Yıldırım Beyazıt University; and Prof. Dr. Mehmet Cahit Güran, Rector of Hacettepe University.

The discussions centered on expanding channels of cooperation between the Ombudsman Institution and universities, including joint seminars, research initiatives, and awareness-raising programs designed to familiarize students with the Ombudsman's mandate and role in safeguarding citizens' rights.

By forging closer ties with the academic community, the Ombudsman of Turkiye aims to instill in future generations a deeper understanding of the principles of good governance, fairness, and transparency. These visits also speak volumes of H.E. Mehmet Akarca's broader vision of ensuring that students and young professionals are not only aware of their rights but are also encouraged to actively contribute to the advancement of a culture of accountability across Turkiye.



H.E. Mehmet Akarca Visits the President of the Turkish Red Crescent Society Prof. Dr. Fatma Meriç Yılmaz

Chief Ombudsman of Turkiye & OICOA President H.E. Mehmet Akarca, together with Ombudsmen H.E. Ertuğrul Erkan Balta, H.E. Sadettin Kalkan, and H.E. Özcan Yıldız, paid a courtesy visit to the President of the Turkish Red Crescent, Prof. Dr. Fatma Meriç Yılmaz, at her office.

The meeting served as a platform for the Ombudsman Institution to deepen its working relationship with the Turkish Red Crescent, with both sides exchanging views on how to strengthen cooperation in the spirit of humanitarian service, integrity in governance, and dedication to the public good.



Youth Engages with the Ombudsman Institution of Turkiye under the “Social Mediation” Project

As part of the “Social Mediation” project, supported by the Turkish National Agency and coordinated by the METU Alumni Association, a group of young participants visited the Ombudsman Institution to gain deeper insight into its mandate and role in public life.

During the program, Ombudsman Abdullah Cengiz Makas met with the participants and shared his reflections on how the Ombudsman contributes to public mediation, the rule of law, justice, and the promotion of a culture of social reconciliation. Addressing the group, Mr. Makas emphasized that the Ombudsman Institution remains open and welcoming to young people, recognizing them as vital partners in fostering fairness and accountability in governance.



In addition, senior experts from the Institution delivered comprehensive presentations on the historical development of the ombudsman model, the functions of the Turkish Ombudsman Institution, and its specific initiatives in the field of public mediation. These exchanges not only broadened the participants' understanding of the Ombudsman's mission but also underlined the importance of youth engagement in advancing a culture of dialogue, rights protection, and democratic values.



GENERAL INSPECTION ORGANIZATION OF IRAN

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

OICOA Vice President and President of the General Inspection Organization of Iran H.E. Justice Dr. Zabiullah Khodaeiyan, called for inspections to be field-oriented, unannounced, and results-driven. He also stressed on priorities such as monitoring essential goods supply chains, addressing energy imbalances, and combating corruption. Speaking at a national meeting of senior managers, he said the mission of inspectors is to prevent corruption, remove bottlenecks, and institutionalize transparency across governance.

Recalling the GIO's role during the recent Israel & Iran war, when inspectors worked in hospitals, markets, and service center, Dr. Khodaeiyan urged continuous presence in the field and prompt handling of citizen complaints, particularly those received through the 136 hotline, as a way to strengthen social trust.



The GIO chief further stressed continuous oversight of key laws such as the Population Youthfulness Law, business licensing reforms, and consumption pattern corrections. He warned that inspectors must not allow mismanagement or negligence to open the way for corruption. Addressing the Seventh Development Plan, he said the organization will monitor its implementation actively to ensure it avoids the shortcomings of previous plans. He also linked the Year's slogan to supporting production and investment, calling for the Investment Headquarters for Production to hold active sessions and supervise decisions. On the subject of cognitive warfare, Dr. Khodaeiyan noted: "Today, cyberspace, media, social networks, and artificial intelligence have replaced traditional battlefields. The enemy distorts realities, magnifies weaknesses, and downplays achievements to create despair. The solution is the jihad of clarification: accurate, hopeful, and timely communication by all institutions."



Justice Dr. Zabiullah Khodaeiyan Congratulates Iranian Journalists on their Special Day

The head of the General Inspection Organization of Iran and Vice President of OIC Ombudsman Association, H.E. Dr. Zabiullah Khodaeiyan, extended his heartfelt congratulations to journalists and media professionals on the occasion of Journalist Day (7 August), recognized in Iran each year.

In his message, Dr. Khodaeiyan described this day as a valuable opportunity to honor the lofty position of distinguished individuals who wield the pen with honesty, commitment, and responsibility in the name of enlightenment, raising public awareness, and defending the truth. He emphasized that this is an especially fitting moment to pay tribute to the tireless efforts of journalists, particularly those active in legal and judicial reporting, who alongside the judiciary and the GIO are advancing transparency, combating corruption, and safeguarding public rights in a responsible manner.

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HUMAN RIGHTS COMMISSIONER OF AZERBAIJAN

Ombudsman of Azerbaijan Issues Statement on International Day of the Victims of Enforced Disappearances

On the occasion of the International Day of the Victims of Enforced Disappearances, Commissioner for Human Rights of the Republic of Azerbaijan H.E. Sabina Aliyeva issued a formal statement drawing global attention to the plight of nearly 4,000 Azerbaijani citizens still missing as a result of decades of conflict.

In her statement, Ms. Aliyeva recalled that Armenia's thirty-year occupation of Azerbaijani territories resulted in thousands of enforced disappearances, including 71 children, 284 women, and 316 elderly persons, whose fate remains unknown. She emphasized that despite Azerbaijan's repeated appeals and the country's consistent efforts at the United Nations since 2002 to raise the issue of missing persons, Armenia has failed to meet its obligations under international humanitarian law, particularly the Geneva Conventions.

The Ombudsman noted that Azerbaijan has discovered mass graves in liberated territories following the Second Karabakh War and recent counter-terrorism measures, with some remains identified through forensic examination. However, she underlined that the absence of accurate information from Armenia continues to cause immense suffering for families who have waited decades without news of their loved ones.

"On this day of remembrance, I honor the memory of all who went missing in war and through other tragic circumstances," Ms. Aliyeva stated. "I once again call on the international community and relevant organizations to intensify their efforts to clarify the fate of nearly 4,000 of our missing compatriots, and I urge Armenia to fulfill its international humanitarian law commitments without further delay."



H.E. Sabina Aliyeva Directs Inspection Visits to Psychiatric and Narcology Hospitals under UN Convention Against Torture

On the instruction of OICOA Board Member and Human Rights Commissioner (Ombudsman) of Azerbaijan, H.E. Sabina Aliyeva, monitoring visits were conducted to Clinical Psychiatric Hospital and the Baku City Narcology Center within the framework of the National Preventive Mechanism and in line with the Optional Protocol to the UN Convention against Torture.

The inspection officers noted recent improvements but also identified shortcomings, including limited space and staffing, and urged faster relocation to new facilities. Recommendations were issued to improve patient conditions and record-keeping, while an appeal will be made to the Ministry of Health to address deficiencies.

The visits also included legal awareness sessions with staff, distribution of the Ombudsman's educational materials, and promotion of the "916" Call Center to ensure patients and families are better informed about their rights.



MEDIATOR OF THE KINGDOM OF MOROCCO



H.E. Hassan Tariq addresses the Moroccan Youth on 'Social Cohesion & Equitable Values' in his Keynote Address at the Tamkine Academy

The 7th edition of the "Tamkine" Academy opened in Chefchaouen with an inaugural lecture delivered by the Mediator of Morocco and OICOA Board Member, H.E. Hassan Tariq, who addressed the theme of "Social Cohesion, the Issues of Values, and the Function of Institutions: Reflection on the Concepts of Equity."

In his remarks, Mr. Tariq emphasized that social cohesion is the supreme value and ultimate objective of public policy, requiring not only collective will but also sustained public incentives rooted in shared values. He noted that cohesion should not be understood as a fixed state but as a dynamic process tied to belonging to a common national space, shared values, and the nation-state itself. For this reason, he argued, it demands constant attention and development from all actors.

The Empowerment Academy, organized by the Association of Youth for Youth with support from the Ministry of Youth, Culture and Communication, gathers participants from across Morocco to explore themes of innovation, inclusion, and active citizenship. Programming includes workshops on economic opportunities, health, civic engagement, and cultural industries. By putting youth at the center of dialogue and action, the Tamkin Academy, as emphasized by H.E. Hassan Tariq, aims to empower a generation capable of shaping equitable and resilient communities across the Kingdom of Morocco.



Mediator of Morocco Launches “Equality Management” Program to Address Gender Gaps in Administration

The Office of Mediator of Morocco, under the leadership of H.E. Hassan Tariq, has launched the operational phase of the “Equality Management” program, an initiative aimed at addressing gender-based disparities in Morocco’s public administration. Speaking to L’Express, Mr. Tariq highlighted that despite Morocco’s legal advances, gaps remain in both legislation and administrative practices that implicitly or explicitly undermine equality between men and women in public service delivery.

The program, which will guide the Foundation’s work through 2025 and 2026, includes a national review of discriminatory laws, the launch of a digital platform to collect citizen feedback on inequality, and a series of participatory workshops with civil society, researchers, and key institutional actors. The objective is to produce a comprehensive report identifying systemic issues and proposing legal and structural reforms to bring public administration in line with constitutional equality standards. H.E. Hassan Tariq emphasized that this initiative aims to build a responsive, inclusive administration that guarantees equal access to rights and services for all citizens, making equality a lived reality rather than a symbolic principle.



OMBUDSMAN OF THE KINGDOM OF BAHRAIN

H.E. Ghada Hameed Receives the British Deputy Ambassador to Bahrain to Discuss Avenues of Joint Cooperation

H.E. Ghada Hameed Habib, OICOA Board Member and Secretary-General of the Ombudsman of Bahrain, received H.E. Fiona Walker-Doyle, Deputy Head of Mission of the United Kingdom to the Kingdom of Bahrain. This meeting comes within the framework of strengthening bilateral cooperation and exchanging expertise between the two sides.

Ms. Hameed presented key highlights from the Office’s eleventh annual report, outlining its ongoing efforts to promote transparency, ensure accountability, and strengthen public confidence in law enforcement oversight.

Drawing on data, indicators, and case models, she emphasized the Secretariat’s commitment to evidence-based practice and institutional integrity. The meeting also provided a platform to explore shared concerns, including the need for continuous professional development for investigative staff, the value of integrating international best practices, and the crucial role of media in educating the public about their rights and accessible complaint mechanisms.

The British Deputy Ambassador acknowledged its contribution to Bahrain’s evolving human rights framework and affirmed the importance of sustained cooperation between oversight institutions in both countries.





A delegation of US Congressional staff visits the General Secretariat for Grievances (Ombudsman) of Bahrain

On 26th August, the General Secretariat of Grievances (Ombudsman) of Bahrain, welcomed a delegation of U.S. Congressional staff as part of their official visit to the Kingdom of Bahrain. The visit aimed to strengthen mutual understanding and explore avenues for cooperation in the field of oversight and accountability.

Members of the Ombudsman Office delivered a detailed presentation outlining the institution's mandate, operational scope, and the mechanisms through which it handles complaints and grievances from both individuals and organizations. The delegation was also briefed on the Office's ongoing efforts to uphold transparency, ensure accountability, and safeguard individual rights.

The meeting reaffirmed the General Secretariat's commitment to international engagement and institutional openness. Officials emphasized the value of such visits in promoting the exchange of expertise, enhancing mutual understanding, and strengthening cooperative ties with international partners dedicated to advancing principles of justice, transparency, and good governance.



OMBUDSMAN OF THE REPUBLIC OF INDONESIA

H.E. Mokhammad Najih Reaffirms Ombudsman RI's Resolve to Prevent Maladministration and Elevate Public Services

During a national seminar hosted at the University of Muhammadiyah Palangkaraya, H.E. Mokhammad Najih, Chairman of the Ombudsman of the Republic of Indonesia and OICOA Board Member, emphasized the critical necessity of stringent oversight and prevention of maladministration to ensure public services that are responsive, accountable, and inclusive.



He underscored that public services ranging from education and healthcare to communications, transportation, environment, and energy—are a fundamental right guaranteed under Law No. 25 of 2009. Mr. Najih highlighted that successful regional autonomy must be measured not by decentralization of power alone, but by the actual quality of services delivered to citizens.

Mr. Najih elaborated on the broader societal consequences of maladministration, warning that it can catalyze corruption, collusion, nepotism, economic stagnation, and social unrest. To strengthen prevention efforts, he called for partnerships with academic institutions to promote initiatives like campus-based Public Service Oversight Units and the “Sahabat Ombudsman” student program. During the event, Mr. Najih also launched the Kelompok Masyarakat Peduli Maladiministrasi (KMPM) to engage communities proactively in monitoring local services.



H.E. Mokhammad Najih Vows Firm Oversight on Plantation Dispute Impacting Bangka Belitung Communities in Indonesia

OICOA Board Member and Chairman of the Ombudsman of the Republic of Indonesia, H.E. Mokhammad Najih, received a delegation from the Regional People's Representative Council (DPRD – Dewan Perwakilan Rakyat Daerah) of Bangka Belitung Province on August 6, 2025, to discuss unresolved issues surrounding plasma rights for communities affected by plantation operations. The DPRD delegation, led by Vice Chairman Edi Nasapta, raised concerns over the failure of a plantation company to deliver on plasma land obligations, citing legal and jurisdictional barriers that have limited the province's capacity to act independently.

In response, Mr. Najih acknowledged the seriousness of the matter and reaffirmed Ombudsman RI's commitment to reviewing the complaint within its mandate. He emphasized that the Ombudsman would assess potential elements of maladministration and engage the relevant ministries if needed. Najih further assured the delegation that the institution remains dedicated to protecting public rights, especially in cases where regulatory gaps hinder local government interventions.



FEDERAL TAX OMBUDSMAN OF PAKISTAN

H.E. Dr. Asif Mahmood Jah Directs Federal Board of Revenue to Refund the Unlawful Tax Deduction from Kuwaiti Diplomat Stationed in Islamabad

OICOA Secretary General and Federal Tax Ombudsman of Pakistan H.E. Dr. Asif Mahmood Jah, has ordered the Federal Board of Revenue (FBR) to refund the amount unlawfully deducted from the account of a Kuwaiti diplomat posted in Islamabad. The diplomat, who holds full diplomatic immunity under the Diplomatic and Consular Privileges Act, 1972, and whose income originates entirely from outside Pakistan, had been wrongly taxed by a local bank on the grounds of being a 'non-filer', which is a status that is irrelevant under international diplomatic norms.



After a thorough investigation, the FTO found the deduction to be in clear violation of diplomatic protocols and existing Pakistani laws governing tax exemptions for foreign envoys. In its decision, the FTO directed FBR to process the refund within 20 days and to submit a compliance report within 30 days. The ruling also cited a prior case involving a Brazilian diplomat, reinforcing a consistent institutional stance on upholding diplomatic protections and addressing systemic gaps in tax administration. Dr. Jah noted that such incidents not only damage diplomatic goodwill but also reveal procedural shortcomings that require corrective action.



Secretary General OICOA H.E. Dr. Asif Mahmood Jah Launches his Newly Authored Book 'The Ombudsman's Diary'

In a well-attended ceremony held at the Islamabad Chamber of Commerce and Industry, Federal Tax Ombudsman of Pakistan and Secretary General of OIC Ombudsman Association, H.E. Dr. Asif Mahmood Jah launched his latest book in Urdu language, "Mohtasib ki Diary" (The Ombudsman's Diary). The book is a reflective collection of real-life cases, personal encounters, and insights drawn from his public service journey.

The launch drew an audience from various sectors including business, civil service, media, and literati, who appreciated the book's accessibility and its relevance to current governance challenges. Through "Mohtasib ki Diary", Dr. Asif Mahmood Jah not only documents his tenure as Ombudsman but also elevates the conversation around administrative ethics, social justice, and the moral responsibility of state functionaries.

The stage proceedings of the book launch ceremony were presided by OICOA Executive Secretary, Almas Ali Jovindah. The Director General of OICOA Trainings and Senior Advisor of Federal Tax Ombudsman of Pakistan, Dr. Arslan Subuctageen was also in attendance.

OICOA Secretary General H.E. Dr. Asif Jah Called On the Ambassador of Afghanistan to Express his Solidarity in Wake of the Devastating Earthquake

Secretary General of OIC Ombudsman Association and Federal Tax Ombudsman of Pakistan, H.E. Dr. Asif Mahmood Jah, visited the Embassy of the Islamic Republic of Afghanistan in Islamabad following the recent earthquake that caused widespread devastation and loss of life in Afghanistan. Executive Secretary OICOA, Almas Ali Jovindah also accompanied him during this official visit.



Dr. Jah was received by Acting Ambassador to Pakistan, H.E. Sardar Ahmad Shakeeb, to whom he conveyed heartfelt condolences and solidarity on behalf of the institution of OICOA and the people of Pakistan. In his remarks, Dr. Jah reaffirmed the importance of compassion, mutual assistance, and institutional cooperation among OIC member states in times of crisis. He also underscored the shared responsibility of ombudsman institutions to advocate for justice, human dignity, and relief in the face of natural disasters. On behalf of the Customs Health Care Society, Dr. Asif Jah presented a cheque of PKR 1 million as a contribution to the ongoing relief and rehabilitation efforts in Afghanistan.

Ambassador Sardar Ahmad Shakeeb extended his sincere appreciation for the support extended by the FTO and the Customs Health Care Society. He emphasized that such gestures of solidarity not only offer tangible relief but also reinforce the bonds of fraternity and cooperation that are central to the values of the OIC and its affiliated institutions.



INSPECTORATE GENERAL OF UGANDA



Uganda to Host Landmark East African Anti-Corruption Summit in November

Inspector General of Government (IGG) and OICOA Member H.E. Beti Kamya has announced that Uganda will host the East African Association of Anti-Corruption Authorities (EAAACA) Annual General Meeting (AGM) on November 20, 2025, in Kampala. The event is expected to serve as a pivotal platform for renewing regional commitments to fighting corruption and reinforcing transparency and good governance.

The summit will convene top anti-corruption officials, legal scholars, civil society advocates, and international partners from across the East African Community (EAC). Delegates will engage in high-level discussions on topics including asset recovery, cross-border investigations, whistleblower protection, and the use of digital technology in combating corruption.

H.E. Beti Kamya also noted that Uganda is finalizing logistical and policy preparations to ensure the summit's success. She remarked that the event arrives at a time when East African nations are under increasing public pressure to deliver tangible reforms and strengthen accountability mechanisms. Ms. Kamya expressed hope that the Kampala summit will galvanize political will and encourage coordinated efforts to combat corruption across borders.

Hon'ble Kakooza Savio Ntensibe Orders Impartial Probe Into Land-Dispute Threats Involving a Police Officer

Kakooza Savio Ntensibe (Director of Ombudsman Affairs) today convened a meeting at the Inspector General's Headquarters to address the complaint of a man who reported threats to his life stemming from a land dispute allegedly involving a Police Officer. During the discussion, Mr. Ntensibe underscored the IGG Uganda's mandate to shield citizens from abuse of authority and to ensure fair, lawful resolution of disputes.



"Our role is to guarantee that every complaint is heard, every allegation is weighed against the facts, and every remedy is pursued without fear or favor," he said, emphasizing the primacy of due process and citizen protection. The Additional Inspector General Mr. Steven Tanui also affirmed that the Police will handle the matter impartially and noted that investigative steps would be taken to establish facts and preserve the complainant's security while safeguarding the rights of all parties.

Mr. Kakooza Ntensibe stressed the value of strong coordination between law-enforcement, local councils, and oversight bodies to prevent intimidation, ensure accountability, and keep communities safe. The meeting concluded with a set of immediate follow-ups aimed at protecting the complainant and clarifying the allegations through formal channels. Mr. Ntensibe reiterated that the Directorate will take regular follow-up of the matter and monitor progress to its lawful conclusion. Calling on the public to stand up against intimidation, he urged anyone facing threats or abuse of office to report promptly to Inspectorate General of Uganda.



ADMINISTRATIVE CONTROL AUTHORITY OF LIBYA



Libya Hosts Workshop on Promoting Integrity and Developing Codes of Conduct for the Private Sector

A multi-stakeholder workshop was held in Tripoli to advance integrity and ethical standards in Libya's private sector, drawing participation from national and international institutions. H.E. Abdullah Qaderbuh, President of the Administrative Control Authority and OICOA Member, took part alongside representatives from the United Nations Support Mission in Libya (UNSMIL); private sector company representatives; and experts from the UN Office on Drugs and Crime (UNODC) in Libya, the French Anti-Corruption Agency, the International Anti-Corruption Academy, and the Organisation for Economic Co-operation and Development (OECD).

The workshop focused on sharing expertise and showcasing global best practices in promoting transparency and accountability within the business environment. It aligns with the United Nations Convention against Corruption (UNCAC), which calls on signatory states to promote integrity and strengthen anti-corruption mechanisms in both public and private sectors. Within this framework, the ACA has adopted a Five-Year Strategic Plan (2025–2030) to enhance oversight, prevent corruption, and improve public sector performance.

The strategy seeks to unify national oversight efforts in collaboration with the legislative, judicial, and executive authorities to fight corruption, curb money laundering, address administrative inefficiencies, and safeguard public resources. It also includes public awareness campaigns to promote transparency, integrity, accountability, and good governance.

H.E. Abdulla Qaderbuh Engages in Strategic Dialogue on Asset Recovery and Anti-Corruption at UNCAC Forum

The Chairman of the Administrative Oversight Board of Libya, Mr. Abdullah Qaderbuh, led the Libyan delegation to the Sixteenth Session of the Second Resumed Meeting of the Implementation Review Group (IRG) of the United Nations Convention against Corruption (UNCAC), held at the UN Headquarters in Vienna from 1–5 September 2025. The delegation also participated in the meetings of the Working Group on Asset Recovery and the Working Group on International Cooperation, which operate under the framework of UNCAC.



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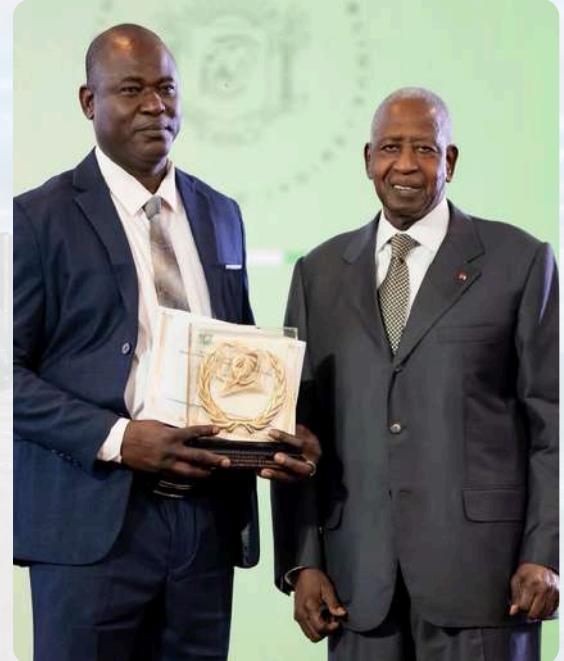
MEDIATOR OF THE REPUBLIC OF IVORY COAST

H.E. Adama Toungara Attends 2025 National Excellence Awards Ceremony

The Mediator of the Republic of Côte d'Ivoire and OICOA Member, H.E. Adama Toungara, took part in the 12th edition of the National Excellence Awards, held on Monday, August 4, 2025, under the high patronage of H.E. Mr. Alassane Ouattara, President of the Republic.

The ceremony honored individuals and institutions who have distinguished themselves through merit, integrity, and outstanding contributions to national development.

During his address, Mr. Toungara assured his commitment to the values of merit, national cohesion, and civic integrity. He also stated that Mediator of Ivory Coast actively works to promote peace, amplify citizen voices, and uphold fundamental rights across the country. He also expressed his desire for an increasingly just, united, and democratic Côte d'Ivoire.



Mediator of Ivory Coast Urges Youth to Resist Manipulation Ahead of Elections

As part of its ongoing mission to promote civic responsibility and social cohesion, the Mediator of the Republic of Côte d'Ivoire took part in a citizen panel aimed at raising awareness among young people about the risks of political instrumentalization during election periods. The event, held on Saturday, August 23 at the University Institute of Abidjan (IUA), was organized by the Mutuelle for the Universalization of Law and Justice under the theme: "Instrumentalization of Young People in the Electoral Period."

The Mediator's institution used the platform to encourage active, informed, and peaceful youth participation in the upcoming electoral process. In a strong message to the audience, the institution called on young Ivorians to reject all forms of manipulation and violence, and instead uphold values of democracy, civic engagement, and national unity. The initiative is part of a broader strategy to strengthen democratic culture and ensure a peaceful electoral climate across the country.



OMBUDSMAN OF MOZAMBIQUE

H.E. Isaque Chande Attends FACIM 2025 to Deepen Public Awareness and Citizen Engagement

The Ombudsman of Mozambique and OICOA Member, H.E. Isaque Chande, attended the 60th Maputo International Fair (FACIM) as a strategic step toward strengthening public outreach, enhancing transparency, and reaffirming the Ombudsman's role in defending citizens' rights and promoting accountability.

Speaking during his visit to the fair held from 25th - 28th August, Mr. Chande highlighted that many citizens remain unaware of the Ombudsman's services. He emphasized that FACIM offers a unique opportunity to engage directly with both Mozambican nationals and foreign residents. "FACIM is an opportunity to present our services and place ourselves at the disposal of citizens," he said. "People can come here to understand what we do, how we do it, and how they can seek our support."

He remarked that individuals dissatisfied with the actions of public institutions can turn to the Ombudsman, who works collaboratively with relevant authorities to find fair and just solutions. During his tour, Mr. Chande visited various sectoral pavilions, signed the book of honor at the National Penitentiary Service (SERNAP) stand, and commended this year's improved organization and exhibitor quality compared to the previously held event in 2024.



Mediator of Mozambique Hosts Round Table in Sanga on Access to Information and Freedom of Expression

As part of its working mission to Niassa Province, the Office of the Justice Ombudsman of Mozambique facilitated a Round Table in Sanga District to promote dialogue on the right to information, freedom of expression, and equitable access to public services. The event brought together government officials, judicial authorities, religious leaders, civil society actors, and media representatives.

The session aimed to raise awareness and encourage interactive discussions on critical governance themes—such as gender equity in information access, the role of youth in combating forced recruitment, and ensuring legal rights at the district level. Key presentations included: *The Role of the Ombudsman and Complaint Mechanisms, Access to Information vs. Freedom of Expression and Youth as Agents of Change*.

The event also featured a proposal for establishing a support network for the Ombudsman, aimed at improving complaint referrals and strengthening local accountability. Closing the session, the Permanent Secretary of Sanga District praised the initiative for its educational impact and expressed a desire to see similar outreach efforts replicated throughout the region.



MEDIATOR OF REPUBLIC OF TOGOLAISE

H.E. Awa NANA-DABOYA and HCRRUN Train New Public Officials on Institutional Mandates and Ethical Performance

In a joint effort to strengthen public sector performance and integrity, the Office of the Mediator of Togolaise and the High Commissioner for Reconciliation and Strengthening of National Unity (HCRRUN) hosted a two-day internal training workshop for newly recruited civil servants from July 31 to August 1, 2025, at the institutions' headquarters in Lomé.

The session was officially opened by H.E. Awa NANA-DABOYA (OICOA Member, Mediator of Togolaise, and President of HCRRUN) who lauded the government's commitment to youth employment despite fiscal constraints. She congratulated the new recruits and underscored the seriousness of public service, reminding them that their roles demand discipline, results, and unwavering dedication to the public good.

Key topics included the mandate of the Ombudsman, complaint resolution procedures, inter-agency collaboration, the reparations program of the Truth and Reconciliation Commission (CVJR), victim support mechanisms, and principles of staff development and accountability. The workshop welcomed around 30 new public officials, many of whom were entering government service for the first time. The training aimed to equip them with a clear understanding of their institutional roles, performance expectations, and the ethical standards required in public administration.



MEDIATOR OF REPUBLIC OF BENIN



H.E. Pascal Essou Joins Regional Forum in Niamey to Address Conflict Prevention in Tapoa Zone

OICOA Member and the Ombudsman of Benin, H.E, Pascal Essou actively participated in a regional forum on conflict prevention in the Tapoa area, held in Niamey, Niger—joining counterparts from Niger, Burkina Faso, and other partners. Over these three days, the forum enabled in-depth analysis of the socio-economic dynamics of the Tapoa region, identification of violent extremism risk factors, and an exchange of experiences on handling inter- and intra-community conflicts.

Participants will soon produce a comprehensive regional analysis document and a shared road map outlining recommendations and commitments from the national Ombudsman institutions. Notably, the Tapoa region includes the *W National Park*, a vast cross-border reserve jointly managed by Benin, Niger, and Burkina Faso—underscoring the forum's relevance for both environmental stewardship and peacebuilding.

Mr. Essou emphasized the growing role of independent mediation institutions in regional conflict prevention frameworks. He also said that by working across borders to build trust, promote dialogue, and support state accountability, such institutions are helping to close governance gaps that often fuel instability in fragile zones.



OMBUDSMAN OF THE TURKISH REPUBLIC OF NORTHERN CYPRUS

Ombudsman of TRNC H.E. Ilkan Varol Presents Mid-Year Report to Republican Assembly President Ziya Öztürkler

OICOA Member and Ombudsman of the Turkish Republic of Northern Cyprus (TRNC), H.E. Ilkan Varol, presented the January–June 2025 Periodic Report to President of the Republican Assembly, Ziya Öztürkler.

During her brief, Ms. Varol reaffirmed that the Ombudsman is a constitutional and independent body, mandated to provide impartial oversight of administrative actions. He emphasized that the office offers citizens a legal avenue to lodge complaints when they believe they have been adversely affected by decisions or conduct within the public administration.

Ms. Varol also noted that while many applicants are unaware of the scope of the Ombudsman's jurisdiction, the institution is committed to processing valid complaints and assisting citizens in understanding their legal rights—providing verbal guidance even when complaints fall outside formal jurisdiction.

Speaker of the Republican Assembly Ziya Öztürkler commended the Ombudsman's continued dedication to transparency, institutional oversight, and protection of citizens' rights. He also expressed his appreciation for the Ombudsman's active engagement in global networks and forums. He reaffirmed the Assembly's support for the institution's independence and underscored its value as a key pillar in the TRNC's democratic framework.



JORDANIAN INTEGRITY & ANTI-CORRUPTION COMMISSION



Jordanian Integrity Authority Hosts a Workshop on Ethical Practices in Construction Contracts in Association with Guild of Jordanian Engineers

The Integrity and Anti-Corruption Authority, in collaboration with the Guild of Jordanian Engineers, organized a three-day training workshop titled “Construction Contractor (FIDIC)”, aimed at strengthening integrity practices in infrastructure projects and enhancing technical capacity among engineering professionals.

Supervised by the Innovation and Training Center of the Authority, the workshop brought together 18 participants from the academic and administrative staff of the University of Jordan. It focused on expanding knowledge around the roles and responsibilities of project supervising engineers, the importance of accurate daily workflow reports, and the implications of change orders in construction contracts.

Delivered by experts from the Authority, the sessions also covered the institution's mandate, national integrity standards, and strategies for promoting transparency in project implementation. The workshop reflects the Authority's ongoing commitment to preventive education and fostering a culture of accountability in the engineering and construction sectors.

Integrity and Anti-Corruption Commission Signs MoU with National Cybersecurity Center to Strengthen Digital Cooperation

The Integrity and Anti-Corruption Commission (JIACC) signed a Memorandum of Understanding (MoU) with the National Cybersecurity Center, aiming to enhance technical and advisory cooperation between the two institutions in line with their respective mandates and existing legal frameworks.

The MoU was signed by OICOA Member and Chairman of JIACC, H.E. Major General Dr. Muhammad Hijazi, and Prof. Dr. Ahmad Al-Hiyasat, Acting Director of the National Cybersecurity Center. This MoU lays the foundation for joint workshops, training seminars, conferences, and technical exchange, in addition to the sharing of awareness messages and mutual field visits focused on cybersecurity and data protection.

Both Dr. Hijazi and Prof. Dr. Al-Hiyasat expressed satisfaction with the agreement, stressing the importance of institutional coordination to promote cybersecurity awareness, digital integrity, and the safeguarding of sensitive data and records. They also encouraged other public sector institutions to adopt similar models of collaboration. Following the signing ceremony, the Commission hosted an event titled "Empowering Integrity in the Digital Space", attended by the Commission's board members and the Cybersecurity Council President.



FEDERAL OMBUDSMAN (WAFAQI MOHTASIB) OF PAKISTAN



H.E. Ejaz Qureshi Intervenes to End Long Queues in Islamabad for Vehicle Emissions Clearance

The intervention of Federal Ombudsman of Pakistan and OICOA Member H.E. Ejaz Ahmad Qureshi has resolved the issue of long queues for vehicle environmental clearance at Islamabad's Red Zone area.

Taking notice of numerous public complaints, the Federal Ombudsman directed that citizens should not be subjected to unnecessary inconvenience due to non coordinated policies. He instructed the district administration to adopt a structured awareness program and coordinate with the Pakistan Environmental Protection Agency (EPA) for future exercises, said in a Press Release issued here on Friday.

According to details, the Ombudsman summoned officials of the district administration and EPA after receiving complaints that vehicles were being subjected to lengthy environmental clearance checks without prior awareness campaigns. Despite the fact that issuance of environmental clearance certificates falls under the mandate of the EPA, the district administration had launched a campaign requiring vehicles to display stickers, causing citizens, including senior citizens and women to wait for hours in long lines.

The investigation revealed that the administration failed to announce which models or manufacturing years required clearance. Additionally, only one checkpoint was set up at Red Zone for the inspection of thousands of vehicles, further compounding the problem. Following the Ombudsman's directives, the authorities clarified that the clearance was only required for vehicles manufactured up to the year 2015. This clarification and corrective action have now eliminated the long queues at Red Zone.



The Public Hearing Session by Federal Ombudsman of Pakistan Successfully Resolves 90 Public Complaints in Sukkur Region

On the directions of OICOA Member and Federal Ombudsman of Pakistan H.E. Ejaz Ahmad Qureshi, the Federal Ombudsman Secretariat conducted a public hearing in Sukkur Region as part of its ongoing Outreach Complaint Resolution Programme, aimed at expanding access to administrative justice and ensuring prompt redressal of public grievances.

The hearing focused primarily on complaints related to Sui Southern Gas Company Limited (SSGCL) and Sukkur Electric Power Company (SEPCO). A total of 90 complaints were successfully addressed on-site—32 concerning SSGCL and 58 involving SEPCO—with direct instructions issued for immediate resolution and compliance.

This effort reflects a broader vision set forth by the Federal Ombudsman to decentralize grievance redressal and restore public confidence in service delivery institutions. By bridging the gap between citizens and state functionaries, the outreach model not only ensures timely resolution of complaints but also reinforces the principle that governance must be responsive, inclusive, and rooted in the everyday realities of the people it serves.

FEDERAL INSURANCE OMBUDSMAN OF PAKISTAN

President of Pakistan Dismisses Appeals Against Federal Insurance Ombudsman: Reinforces Ombudsman's Authority in Insurance Disputes

In a strong endorsement of the Federal Insurance Ombudsman's (FIO) role in upholding policyholder rights, the President of Pakistan has upheld 23 out of 24 appeals filed in 2025 against the Ombudsman's decisions — reaffirming the institution's legal and moral credibility in adjudicating insurance disputes.

As a result of these rulings, citizens received financial relief exceeding Rs. 50 million, highlighting the FIO's commitment to fair, transparent, and timely justice in Pakistan's insurance sector. The decisions not only delivered monetary redress to aggrieved policyholders but also reinforced accountability across the insurance industry.

Welcoming the development, Federal Insurance Ombudsman Mumtaz Ali Shah described it as both "an honor and a responsibility." He reiterated that the FIO remains a free, impartial, and accessible forum for resolving grievances outside the courtroom. "Our mandate is to protect victims' rights and hold insurers accountable under the law," he stated. Mr. Shah noted that the President of Pakistan, serving as the final appellate authority, has effectively reinforced the legal soundness and institutional integrity of the Ombudsman's decisions. He emphasized that such validation not only affirms the FIO's commitment to fair and lawful adjudication but also strengthens public confidence in an accessible, cost-free mechanism that delivers timely justice to policyholders without the burden of prolonged litigation.





FEDERAL BANKING OMBUDSMAN OF PAKISTAN



H.E. Sirajuddin Aziz Launches His Book on Corporate Leadership & Ethical Governance

OICOA Member and Federal Banking Ombudsman of Pakistan H.E. Sirajuddin Aziz launched his latest book *“Corporate Success: Engaged Leadership – Insights & Strategies”*, at a well-attended ceremony in Karachi, which brought together prominent voices from the fields of finance, academia, and bureaucracy.

The event featured Governor State Bank of Pakistan, Mr. Jameel Ahmed, as chief guest, who praised the book as a timely resource for business leaders navigating complex challenges. He emphasized its relevance for both the public and private sectors, commending Aziz's lifelong contributions to the financial services industry.

Keynote address was delivered by Senator Javed Jabbar, Former Federal Minister, who lauded this prolific contribution, calling his tenth book “like scoring a century in cricket.” He applauded the book's breadth of 87 essays and its endorsement by six former Governors of the State Bank of Pakistan. Dr. Huma Baqai, Rector of Millennium Institute of Technology and Entrepreneurship (MiTE), highlighted the book's valuable blend of academic depth and real-world insight. Dr. Ikram Sehgal, Chairman Pathfinder Group, underscored the strategic significance of the book's themes for modern corporate governance.

In his closing remarks, Sirajuddin Aziz described the book as a reflection on the evolving demands of leadership in today's fast-changing corporate landscape. He underscored the importance of ethical clarity, emotional intelligence, and sustained engagement, positioning the book as a thoughtful contribution to the ongoing discourse on responsible leadership.



FEDERAL OMBUDSPERSON FOR PROTECTION AGAINST HARASSMENT

H.E. Fauzia Viqar Delivers Lecture on Gender & Policing to Balochistan Police Officers at the National Police Academy

Federal Ombudsperson for Protection against Harassment, Ms. Fauzia Viqar, delivered a thought-provoking address at the National Police Academy, Islamabad, engaging with under-training Deputy Superintendents of Police (DSPs) from Balochistan Police on the critical theme of “Gender and Civil Law Enforcement.”

In her remarks, Ms. Viqar emphasized that gender-sensitive policing is not a peripheral concern, but a fundamental pillar of effective, inclusive, and community-centered law enforcement. She highlighted that integrating gender perspectives into policing practices enhances both justice delivery and institutional trust, especially in communities where confidence in public institutions remains fragile.

By adopting rights-based approaches, she noted, police officers can better respond to the needs of vulnerable populations, including women and marginalized groups, while also reinforcing the legitimacy and professionalism of their own institutions. Her session underscored the importance of continuous training and institutional reform to build a more equitable and responsive policing culture across Pakistan.





H.E. Fauzia Viqar Explores Collaborative Avenues Between NCHR Pakistan and FOSPAH on Workplace Equality

In a meaningful step toward institutional synergy on human rights and gender justice, Mr. Manzoor Masih, Member of Pakistan's National Commission for Human Rights (NCHR), held a meeting with Federal Ombudsperson for Protection against Harassment (FOSPAH) and OICOA Member, H.E. Fauzia Viqar, to discuss avenues for strengthened collaboration.

The dialogue focused on aligning efforts to address systemic challenges related to harassment, inequality, and the lack of safe work environments—particularly for women and marginalized groups. Both sides acknowledged the growing need for coordinated responses to human rights violations and emphasized that sustained partnerships between oversight bodies are essential to ensuring access to justice, transparency, and accountability.

Partnerships between oversight bodies are essential to ensuring access to justice, transparency, and accountability. Ms. Viqar reiterated her office's commitment to fostering a rights-based institutional culture that upholds dignity and safeguards vulnerable populations, while Mr. Masih expressed the NCHR's intent to support and complement efforts that promote equality and institutional reform. The meeting concluded with a shared understanding that deepened cooperation and joint initiatives will be key to advancing the national agenda on human rights.



PROVINCIAL OMBUDSMAN OF PUNJAB

Ombudsman of Punjab to Host IOI Asian Regional Meeting and International Ombudsman Conference in Lahore from 7th - 9th October

The Office of the Ombudsman Punjab will host the Asian Regional Meeting of the International Ombudsman Institute (IOI) along with a high-level international conference in Lahore from October 7–9, 2025, bringing together Ombudsman institutions, legal experts, and governance stakeholders from across the region. This event will be hosted under the leadership of OICOA Member, IOI 2nd Vice President, and Ombudsman of Punjab H.E. Ayesha Hamid.



Held under the theme “Strengthening the Rule of Law through Ombudsman Institutions,” the gathering will bring together ombudsmen, legal scholars, and governance experts to deliberate on enhancing the role of Ombudsman offices in promoting transparency, good governance, and public accountability.

The conference will focus on strengthening institutional responses to citizen grievances, ensuring better service delivery, and positioning Ombudsman institutions as effective mediators between the state and its people. A special emphasis will be placed on the contribution of Ombudsman bodies in safeguarding human rights, advancing administrative justice, and upholding the rule of law.

Delegation from OIC Ombudsman Association will also attend this three-day International Conference which will be headed by Executive Secretary Mr. Almas Ali Jovindah.



Ombudsman Punjab Engages Water & Sanitation Agency (Lahore) for Research on Safe Drinking Water and Public Health

As part of its ongoing investigative study titled “From Challenges to Sustainable Solutions: Unsafe Drinking Water and Associated Health Risks,” the Research & Development Wing of the Office of the Ombudsman Punjab conducted a visit to WASA Lahore on August 29.

During the visit, the team held a detailed meeting with the Deputy Managing Director of WASA, focusing on the operational landscape, challenges, and institutional efforts related to the provision of clean and safe drinking water in urban areas.

The engagement yielded valuable insights and data that will inform the upcoming research report, aimed at identifying policy gaps and recommending actionable solutions to mitigate water-related health risks in Punjab. The study reflects the Ombudsman’s commitment to evidence-based advocacy and institutional collaboration to address critical public service issues. By engaging directly with service providers and local authorities, the R&D Wing seeks to support informed policymaking that promotes public health, sustainable resource management, and administrative accountability.



PROVINCIAL OMBUDSMAN OF SINDH

Ombudsman Sindh and Transparency International Pakistan Join Forces to Advance Transparency and Climate Justice

In a strategic move to deepen institutional accountability and expand citizen access to justice, Provincial Ombudsman Sindh and OICOA Member H.E. Muhammad Sohail Rajput, convened a meeting with a delegation from Transparency International Pakistan (TI Pakistan), led by Executive Director Mr. Kashif Ali. The meeting underscored the importance of cross-sector collaboration in advancing good governance and safeguarding public rights.



Also in attendance were Mr. Imdad Hussain Siddiqui, Director of the Climate and Disaster Justice Unit at the Ombudsman Sindh, along with Ms. Saira Bano, Communications and Partnerships Manager, and Ms. Nasreen Memon, Project Coordinator from TI Pakistan. The dialogue focused on enhancing public awareness of the Ombudsman’s services, strengthening grievance redressal mechanisms, and reinforcing transparency in public administration.

A key area of convergence was the growing significance of climate justice as a governance challenge. Both institutions stressed the urgent need to address environmental vulnerabilities—particularly those affecting disadvantaged communities—through transparent, equitable, and rights-based policy responses. The meeting concluded with a mutual commitment to formalize this collaboration through a Memorandum of Understanding (MoU). This agreement will serve as a foundation for joint efforts aimed at promoting transparency, institutional responsiveness, and inclusive governance across Sindh.

Sindh Ombudsman Intervenes in Water Shortage Crisis: Orders Immediate Action in Larkana Region

In a decisive response to alarming reports of acute water shortages in the tail-end areas of Larkana Region of Sindh, OICOA Member and Pakistan's Provincial Ombudsman of Sindh H.E. Muhammad Sohail Rajput, directed immediate field intervention to safeguard the rights and livelihoods of affected communities.



The visit, conducted by the Regional Directorate on his instructions, revealed extensive disruption in regulated water flow due to over 90 leakages across the irrigation network. Timely directives were issued for the urgent restoration of water supply within a 12-hour window to mitigate agricultural loss and support local farmers reliant on canal-fed irrigation.

This proactive move is reflective of Mr. Rajput's firm commitment to responsive governance, particularly in addressing systemic service delivery failures that directly impact vulnerable populations. By ensuring swift administrative action, the Sindh Ombudsman's office reinforces its role as a guardian of citizen welfare and institutional accountability across Sindh. The intervention also signals a zero-tolerance approach toward administrative negligence in public service delivery. Going forward, such field-based responses are expected to become more frequent as part of a broader institutional strategy to ensure timely redressal and equitable access to essential services.



PROVINCIAL OMBUDSMAN OF KHYBER PAKHTUNKHWA



H.E. Muttahir Zeb Holds a Meeting with Pakistan's Provincial Minister of Law (KPK) for Enhanced Institutional Synergy

Khyber Pakhtunkhwa's Minister for Law, Hon'ble Mr. Aftab Alam, paid a visit to OICOA Member and Pakistan's Provincial Ombudsman of Khyber Pakhtunkhwa, H.E. Muhtahir Zeb, to discuss the role of institutional synergy in strengthening public governance and service delivery to the aggrieved citizens across the province.

During the meeting, both officials held an in-depth exchange on the importance of timely justice, transparency, and upholding the rule of law. They emphasized the need to streamline institutional mechanisms to resolve public grievances more efficiently and ensure that justice is accessible to all citizens without delay.

Both the KPK Ombudsman and KPK Law Minister reaffirmed their commitment to closer coordination between the Law Department and the Provincial Ombudsman's office. They agreed that enhanced cooperation and shared accountability frameworks are key to addressing public concerns, reinforcing citizens' trust in state institutions, and advancing the province's broader governance reforms.



PROVINCIAL OMBUDSMAN OF BALOCHISTAN

Balochistan Ombudsman Visits University of Balochistan to Review Student Facilities and Institutional Challenges

Pakistan's Provincial Ombudsman of Balochistan and OICOA Member, H.E. Muhammad Nazar Baloch conducted an official visit to the University of Balochistan, where he was received by Vice Chancellor Prof. Dr. Zahoor Ahmed Bazai, along with the Pro Vice Chancellor and senior faculty members from various departments. Mr. Baloch was accompanied by Director of the Balochistan Ombudsman, Mr. Saeed Ahmad Shahwani.



The visit aimed to strengthen institutional dialogue and identify avenues for improving public service delivery in the education sector. The Ombudsman held an in-depth meeting with the university administration to discuss operational challenges, governance concerns, and student welfare issues.

As part of the visit, he also toured key university facilities, including the girls' hostel, sports complex, football ground, and multiple academic departments. The inspection underscored the Ombudsman's commitment to ensuring that public institutions, particularly higher education bodies, remain accountable, accessible, and responsive to the needs of students and staff alike.





**OICOA President and Chief Ombudsman of
Turkiye H.E. Mehmet Akarca listened to
citizens' complaints and requests during the
'Ombudsman Meets the People of İğdir'
program.**



**H.E. Mehmet Akarca attends the 30th
August Victory Day Celebration in İçisidir to
mark the nation's resilience, unity, and
independence.**



**H.E. Mehmet Akarca visited the Governor of
Kars, Hon'ble Ziya Polat, under the program
'Ombudsman Meets People of Kars'.**



**Ombudsman of Turkiye H.E. Fatma Benli Yalçın
and her team visited law enforcement &
support institutions in Eskişehir to review
measures on combating violence
against women.**



Human Rights Commissioner of Azerbaijan and OICOA Board Member H.E. Sabina Aliyeva met with the Dean of Ankara Medipol University and Chairman of the Mediation Council, to discuss human rights and mediation initiatives.



A legal awareness event on "Constitutional and Sovereignty Protection Mechanisms" was held in Shamkir region by Office of the Human Rights Commissioner of Azerbaijan



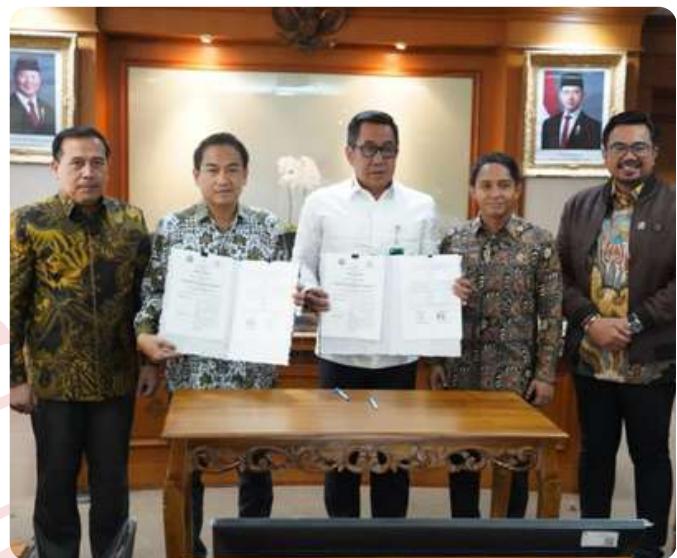
OICOA Board Member and Mediator of Morocco, H.E. Hassan Tariq, speaks to the media following his opening lecture on social cohesion at the Empowerment (Tamkine) Academy in Chefchaouen



The delegation from Mediator of Morocco participated in National Immigrant Day, engaging Moroccan diaspora members and addressing their requests and grievances.



OICOA Board Member and Secretary General of the Ombudsman of Bahrain H.E. Ghada Hamid received the Political and Economic Advisor of the US Embassy in Manama



OICOA Board Member and Chairman of the Indonesian Ombudsman H.E. Mokhamam Najih and the Inspector General of the Ministry of Forestry signed a Memorandum of Understanding to enhance public complaint management.



Secretary General OICOA and Federal Tax Ombudsman of Pakistan H.E. Dr. Asif Mahmood Jah receives a floral bouquet from OICOA Executive Secretary, Almas Jovindah on the occasion of launching ceremony of his book 'The Ombudsman's Diary'.



OICOA Board Member Institution , the Federal Tax Ombudsman of Pakistan successfully completed its National Internship Program 2025 for the law students from across Pakistan.



Jordanian Integrity and Anti-Corruption Commission, in partnership with Yarmouk University, organized the '*Innovation in Integrity*' event on World Youth Day to empower students with creative solutions in integrity, AI, and cybersecurity.



Jordanian Integrity and Anti-Corruption Commission, in cooperation with Jordan's Civil Aviation Regulatory Commission, held a specialized training program on judicial procedures and aviation case safety.



Ombudsman of Mozambique and OICOA Member H.E. Isaque Chande alongwith his team at the 60th Maputo International Fair (FACIM)



The delegation of Ombudsman of Mozambique visited Nampula Central Hospital to assess safety protocols and advance institutional cooperation.



OICOA Member and Chairman of ACA Libya H.E. Abdulla Qaderbouh holds a meeting with contract inspection directors to strengthen project oversight and enhance monitoring mechanisms in public money management.



H.E. Abdulla Qaderbouh addresses participants at the Tripoli workshop on promoting integrity and developing ethical behavior guidelines for Libya's private sector.



OICOA Member and Mediator of Ivory Coast H.E. Adama Toungara gives an Opening Speech on the Occassion of National Mediation Council (2025).



The Deputy Mediator of Ivory Coast led a sensitization mission in Kouibly Region to promote peaceful elections, unity, and democratic cohesion ahead of October 2025 elections.



OICOA Member and Pakistan's Federal Ombudsperson for Protection Against Harassment, H.E. Fauzia Viqar, welcomed interns from the Ministry of Law & Justice during their visit to FOSPAH.



FOSPAH Pakistan conducted an awareness session at Federal Board of Revenue (Quetta), on workplace harassment laws and formation of effective inquiry committees.



H.E. Sirajuddin Aziz, Federal Banking Ombudsman of Pakistan and OICOA Member, signing copies for the guests at the launch of his book 'Corporate Success: Engaged Leadership - Insights & Strategies'



OICOA Member and Pakistan's Provincial Ombudsman of Punjab, H.E. Ayesha Hamid attended the inauguration of the South Punjab Public Service Program in Multan.



OICOA Member Institution, Pakistan's Provincial Ombudsman of Punjab held a flag hoisting ceremony on the occasion of 78th Independence Day.



OICOA Member and Pakistan's Provincial Ombudsman for Protection Against Harassment of Women at Workplace H.E. Shahnawaz Tariq, celebrated the 78th Independence Day of Pakistan



On the directives of Pakistan's Provincial Ombudsman Sindh, Secretary Mr. Mansoor Abbas Rizvi chaired a multi-departmental meeting on climate change policies with National Disaster Management Authorities.



OICOA Member and Pakistan's Provincial Ombudsman of Balochistn H.E. Nazar Baloch reviews progress on the Shabozai-Taunsa road and bridge project, a key infrastructure link in Pakistan's transport network



BEYOND THE BORDERS

A LAW STUDENT'S JOURNEY WITH OICOA & OMBUDSPERSON OF BAHRAIN



By: Munimah Riaz

Assistant (Research & Outreach)
Federal Tax Ombudsman of Pakistan

Some journeys begin quietly with a door slightly open, a voice of encouragement, or an opportunity that seems modest at first but changes everything in retrospect. My journey began in 2023, when I joined the Federal Tax Ombudsman of Pakistan (an OICOA Member Institution) as a legal intern. At that time, I was a law student filled with curiosity and ambition, unsure of what lay ahead but eager to contribute in any way I could, as that was my first ever internship in my career.

It was during this internship that I first encountered the power and purpose of ombudsman institutions. Through tasks that might have seemed routine like assisting with public outreach, engaging with citizen complaints, and supporting legal research, I suddenly found myself drawn deeply into the ideals of justice, accountability, and institutional reform. What I couldn't have known then was that this experience would take me beyond the borders of Pakistan and into the heart of international collaboration, which would be a dream of every aspiring law student.

I was fortunate to be selected by OIC Ombudsman Association for representing the Federal Tax Ombudsman of Pakistan during its third cohort of *OICOA Specialized Training Program* in association with Ombudsperson of Bahrain. This training session was designed not merely as a study tour but as a deep, immersive exchange. We were welcomed with exceptional warmth and professionalism by the senior staff of Ombudsperson of Bahrain and OICOA Board Member H.E. Ghada Hameed Habib. Throughout my stay, I could see the values and discipline that have been inculcated in the staff of Ombudsperson of Bahrain under the leadership of Ms. Habib.

During our visit, we were exposed to Bahrain's sophisticated oversight mechanisms and progressive approach to justice and human rights. We explored the work of the Ombudsman office of Bahrain, the Special Investigations Unit (SIU), an institution that impressed us with its forensic rigor and independence in handling allegations of misconduct. Visits to the Attorney General's Office and the Prosecution Department revealed Bahrain's commitment to protecting vulnerable populations, especially women and children, through trauma-informed procedures and inclusive legislation.

One of the most striking revelations was the Open Prisons initiative. It was designed for medium to high-risk offenders. Unlike conventional detention, this rehabilitative model focused on reintegration, offering detainees the ability to contribute productively to society. Such a human-centered approach to justice was inspiring and offered significant lessons for reform back home in Pakistan. As being a Muslim Country, Bahrain paved a path to this reformation is indeed commendable, owing to the deterrent theories followed in Islam. I must say that the Kingdom of Bahrain is quite courageous in opting such mechanism as compared to other developed nations.

Equally important was our visit to the National Institution for Human Rights (NIHR), which demonstrated how Bahrain provides accessible pathways for citizens to seek redress. The emphasis on diversity and inclusion was especially visible when we learned that complaints could be filed not only in Arabic but also in English, French, Tamil, and other languages. This shows a testament to the Kingdom's recognition of its multicultural demographic and its commitment to serving all communities within its jurisdiction.

Yet, it was not just the official briefings and institutional tours that left a positive mark. The cultural experiences were equally rich and revealing. Our itinerary, meticulously curated by Ms. Maryam AbdulNoor, Ms. Marwa Ahmed, Mr. Abdulla Bindayna, and Mr. Khalid, gave us the chance to step into Bahrain's soul. We explored the historic Bahrain Fort Site Museum, took a serene boat ride across Bahrain Bay, and visited the famed Tree of Life: an ancient marvel standing resilient in the middle of the desert, symbolic of endurance and strength in harsh conditions. Each moment added texture and emotion to the broader narrative of our visit. On December 1st, Bahraini Women's Day, I was touched deeply when a Bahraini colleague gifted me a card holder as a gesture of recognition. As the only female delegate from Pakistan, this quiet moment of inclusion made me feel deeply valued.

Returning to Pakistan, I brought with me far more than memories. The insights I gained, the dialogues I participated in, and the cross-cultural friendships I forged all became part of my evolving professional identity. Shortly after completing my law degree, I was offered the role of Assistant (Research & Outreach) at the FTO Secretariat. It was a full-circle moment, and evidence that mentorship, exposure, and trust can accelerate personal growth and professional readiness.

Today, I support public engagement efforts, lead youth outreach programs, and contribute to legal research that informs institutional reform. Most meaningfully, I also supervise the internship and capacity-building program that first welcomed me into the world of ombudsman institutions. To be able to guide young interns now, many of whom are walking the same path I once did. It is both a joy and a responsibility I carry with pride. To Honourable Dr. Asif Mehmoor Jah and Mr. Almas Ali Jovindah, thank you for believing in me. To the team at the Bahrain Ombudsman Office, thank you for welcoming me with such warmth and purpose.

What the OICOA Exchange Training Program gave me was more than exposure. It gave me vision. It helped me realize that justice is not just a principle; it is a practice. And practice must be shaped by dialogue, diversity, and empathy. It showed me that institutions thrive when they trust their people, and people thrive when they are allowed to participate meaningfully in institutional spaces, and that is true.

For me, OICOA is not just a network, it is a platform that transforms. It identifies potential where others may not, and it builds bridges where others might see borders. Through OICOA, I was not only given the chance to learn, but the opportunity to belong, to contribute, to grow, and to be seen.



Chief Ombudsman of Turkiye and OICOA President H.E. Mehmet Akarca meets citizens in İğdır to discuss the Ombudsman Institution's role in resolving disputes between people and

Kamu Başdenetçisi Mehmet Akarca, "Vatandaş İle İdare Arasında Çıkan İhtilafların Çözümünde Kamu Denetçiliği Kurumunun Rolü" Konulu Program Kapsamında İğdır'da Vatandaşlarla Bir Araya Geldi



Kamu Başdenetçisi Mehmet Akarca, "Vatandaş İle İdare Arasında Çıkan İhtilafların Çözümünde Kamu Denetçiliği Kurumunun Rolü" konulu program kapsamında İğdır'da vatandaşlarla bir araya geldi.

Kültür Merkezi'ndeki programa Vali Ercan Turan ve eşi Nilüfer Baykal Turan Kamu

Başdenetçisi Mehmet Akarca, kamu denetçileri, protokol üyeleri, kurum müdürleri, sivil toplum kuruluşu temsilcileri, muhtarlar ve vatandaşlar katıldı. Programda konuşan Vali Ercan Turan, "Devletin tüm kurumlarıyla birlikte vatandaşların yanında olmaya, sorunları

yerinde dinleyerek çözüm üretmeye gayret ediyoruz. Kamu Denetçiliği Kurumu'nun sunduğu hizmetler de bu cabamızın en önemli destekçilerinden biridir." dedi. Kamu Başdenetçisi Mehmet Akarca, yaptığı konuşmadada, Kamu Denetçiliği Kurumunun Türkiye Büyük

Millet Medyasına (TBMM) bağlı, gücünü Anayasadan, TBMM'nin manevi sahşiyetinden alan bir hukuk kurumu olduğunu söyledi.

Adalet, adalete erişim, temel hak ve özgürlükler, hukukun üstünlüğü gibi kavamların, insanların, milletlerin, toplumların refah seviyesini, huzurunu ve güvenliğini ilgilendiren en önemli unsurlar arasında yer aldığı ifade eden Akarca, söyle konustu:

"Bizim görevimiz adaletin, hukukun

gerçekleşmesine, vatandaşın hakkını almasına yardımcı olmaktır. Hepimiz bu ülkede eşit yurttaşlar olarak birbirimizi kucaklayacağız, saygılı davranışacağız.

Birbirimizin görüşlerini benimsemesek de nezakete davranacağımız ve ortak noktalarımız bulup sorun alanlarını birlikte, uzlasarak çözmeye çalışacağız. Bu anlamda barış ve kardeşlik süreci de bizim için son derece önemli. Ülkemizin 100 yıllık Cumhuriyet tarihindeki en önemli süreçlerden biridir. Biz

bunun da hayırlısıyla başarıyla sonuçlanacağına inanıyoruz."

Zengezur Koridoru'na da değinden Akarca, "Zengezur Koridoru ile birlikte de bölgenin kaderinin değişeceğine inanıyoruz. Özellikle Doğu ve Güneydoğu Anadolu'nun bu koridor vesilesiyle kalkınmada, refahta daha ileri bir seviyeye geleceğine inanıyoruz. İğdir'in geleceği de bu anlamda çok parlak." diye konuştu.

Haber: Aynur TOKA



OICOA President H.E. Mehmet Akarca says that 'The Mission Is to Secure Citizens Rights, Not Punish the Administration' during his outreach visit to Aradhan

"Ombudsman Aradahan'da halkla buluştu"

"Akarca: Ombudsmanlık, idareyi örselemek değil, vatandaşın hakkına kavuşturmasını sağlamaktır."



Kamu Başdenetçisi Mehmet Akarca ve beraberindeki heyet, "Ombudsman Halkla Buluşuyor" programı kapsamında Aradahanlılarla buluştu. Akarca, "Amacımız vatandaşın sorununu çöktür, en kısa, en anlaşılır, en hızlı ve serî bir şekilde adalete erişimini sağlamak" dedi.

raberindeki beyefendi, "Ombudsman Halkla Buluşuyor" programı kapsamında Aradahanlılarla buluştu. Akarca, "Amacımız vatandaşın sorunu çöktür, en kısa, en anlaşılır, en hızlı ve serî bir şekilde adalete erişimini sağlamak" dedi.

H.E. Mehmet Akarca meets the rector of İğdır University to discuss the university's projects and regional impact

Yargıtay Onursal Başkanı Akarca İğdır Üniversitesi'ni Ziyaret Etti



Bir dizi resmi teması之后, İğdır'a gelen Yargıtay Onursal Başkanı ve Kamu Başdenetçisi Mehmet Akarca, İğdır Üniversitesi Rektörü Prof. Dr. Ercan Gürçel makamında onuruna konuk edildi. Akarca, "Amacımız vatandaşın sorunu çöktür, en kısa, en anlaşılır, en hızlı ve serî bir şekilde adalete erişimini sağlamak" dedi.

İşte dikkatli bir şekilde, vatandaşın sorunu çöktür, en kısa, en anlaşılır, en hızlı ve serî bir şekilde adalete erişimini sağlamak" dedi.

Getirerek, Akarca ve heyetine teşekkürlerini İğdır Üniversitesi'nin bölgesinde ve ıtsas alanındaki gelişimine öncü katkılarda sağlayacağına inanıyorlar. Akarca'nın bu sözleri, üniversitenin bölge işlerini başa geçen kişi olarak görünecektir.

başarılar dileyerek, İğdır Üniversitesi'nin bölgesinde ve ıtsas alanındaki gelişimine öncü katkılarda sağlayacağına inanıyorlar. Akarca'nın bu sözleri, üniversitenin bölge işlerini başa geçen kişi olarak görünecektir.

gözler önüne serdi. Ziyaret, karşılık hediye takdimi ve günün anısına çekilen habra fotoğrafıyla sona erdi.

Haber: Aynur TOKA





Ombudswoman receives US Embassy Political and Economic Counselor



Manama, Aug. 24 (BNA): Ghada Hameed Habib, the Ombudswoman, received Adam Stern, Political and Economic Counselor at the Embassy of the United States to the Kingdom of Bahrain.

The meeting comes within the framework of the Ombudsman's international cooperation activities aimed at strengthening relations with various international institutions and entities, and exploring means of exchanging expertise in shared areas of interest.

During this meeting, the Ombudswoman provided an overview of the office's mandate and responsibilities, along with key information and statistics included in its 11th annual report.

She also highlighted the Ombudsman's role in promoting a culture of human rights and raising awareness of the legal mechanisms available for submitting complaints.

Press Coverage of Indonesian Ombudsman seeking clarification for embezzlement of funds from former employees of BTN Bank



Embezzlement of Funds from Former BTN Employees, Ombudsman Requests Clarification

JAKARTA, KOMPAS - It is hoped that a number of cases of alleged embezzlement of customer funds can be a lesson for the public so that they are not easily tempted by the lure of fantastic [investment](#) returns. On the other hand, [banking](#) is trying to mitigate the recurrence of similar incidents.

The latest case occurred at PT [Bank](#) Tabungan Negara (Persero) Tbk or [BTN](#). A group of people demanded the return of customer funds which were suspected to have disappeared after investing in BTN. They demonstrated in front of the BTN head office, Jakarta last week, Tuesday (30/4/2024).

It is alleged that they are victims of former BTN employees' investment, namely ASW and SCP, who were dishonorably dismissed and convicted by the court. BTN has reported both individuals to the Metro Jaya Regional Police on February 6, 2023, for crimes of fraud, embezzlement, and forgery. Currently, ASW and SCP have been sentenced to 6 years and 3 years imprisonment respectively.

Cases like this are not the first time handled by the Indonesian Ombudsman. In recent years, the Indonesian Ombudsman has handled two cases related to fraud disguised as investment products (deposits) with tantalizing promised returns.

Similar cases, according to Yeka, have occurred in 2022 that affected one of the banks with a value of up to Rp 15.58 billion. At that time, the Indonesian Ombudsman received a report from one of the customers who could not withdraw their funds because the deposit bill was not recorded in the banking system.

This is due to having bank employees involved in forgery. After undergoing a series of examinations involving stakeholders, the informant was finally able to receive the disbursement of a deposit worth IDR 15.58 billion.

Press coverage in Hespress regarding OICOA Board Member and Mediator of Morocco H.E. Hassan Tariq's aim to end discriminatory provisions in public services



باشرت مؤسسة «وسط» بخطابها، مؤخراً، العمل على توزيع ملصقين ي البرنامج الوطني الخاص «إدارة المساواة»، الأرثالي إلى المساهدة في مواجهة تحديات المفهوم القانوني والتفسيرية المؤطرة لملفية الإلإدأة بالشرق، وكشف الوسيط ضمن طارق تصاليله أدقّ ببيان هذا البرنامج المعلن سابقاً، إذ أكدّ أنه «يتطلّب من صلاحات وعاصم المؤسسة ومن إطارات المؤسسة إتّصال بـ«الذكك»، وسيتمّ عملاً خالل سنتي 2025 و2026»، وخلال طارق، في تصرّح لـ«رسيرس»، «وجوه» جيوب في النصوص القانونية والتفسيرية تحمل نوعاً من المساواة بين الرجال والنساء في الارتقاء بالإلإدأة، تختبئ إلى الإشكاليات المرصودة أعلاه، بعض الamaras الإلإدأة، التي «استفاقت»، فيما «أطّلعت» غالباً على المساواة.

وزارو المحتش شارقاً: رغم التقدم المعايير المفتوحة المغارب بشكل كبير ودرج اغتراب في الممارسة الاقلاقية منذ سنوات، بارات هناك تضييق معاييره: يجب أن تكون دشائين وشائخات، على أساس تضييقها أو حتى إلهايس، في أفق العايس المنشورة: قانونية وسيرة العايس المنشورة.

يُسمى حال الشهير المُقبل **نَفْعِي** ورث للإنسان العيالات التي يُعَذَّبُ بها المُدْنِي والغير المُعَذَّبُ وكل المُشَتَّلِينُ في الألات المُخالطة بالمعنويات. على أن يتم قبل نهاية هذه السنة يتم ورشة تدريبية على إمكانية إنشاء ملوك الفرض من هنا وأضطرابات للباحثين المُشتَّلِين على الإشكالية التي يرمي هذا البرنامج الوظيفي تلك خطوطاً.

يُسمى فيما بعد، **حُكْم وسُطُّ الْمُلْكَة**. يُنظَّم ورشة تدريبية على إمكانية إنشاء ملوك رفقة الفاعلين المؤسَّسيين، وخاصة تعطين قطاعاً على إشكالية المركبة المعاشرة، كملوك الوظيفي حقوق الإنسان ووزارة التضامن والإدماج.

كان تقرير المؤسسة ذاتياً برسم 2024 أشار إلى أن الحق في مرفق عمومي يُفتح وفال الخدمة الإلزامية مسّى كل مسادٍ مترابطاً: بدأً بالمساواة الذي يقرّ بحق جميع المُرخصين في الاستفادة من الخدمات المؤسسة، ثم اثنين آخرين يخضعان للاستمرارية والكفاءة.

Report News Agency

Armenia's ethnic cleansing policy violated freedoms of Azerbaijanis



The international community should take necessary measures to ensure the right of return for Azerbaijanis deported from the territory of present-day Armenia, creating conditions for their safe and dignified repatriation, Azerbaijan's Human Rights Commissioner (Ombudsman) Sabina Aliyeva said. Report informs.

The ombudsman made the remark in her address marking the 33rd anniversary of the last deportation of Azerbaijanis from Armenia.

Furthermore, significant pressure should be exerted on Armenia to rectify this historical injustice, Aliyeva added.

Aliyeva emphasized, "At various periods in history, especially in the last century, hundreds of thousands of our compatriots were expelled from the territory of present-day Armenia due to their ethnic affiliation. They became victims of crimes against humanity and war crimes, being brutally murdered, severely injured, or taken as prisoners and hostages."

The ombudsman further stated that Armenia's policy of ethnic cleansing and hatred resulted in gross violations of fundamental human rights and freedoms of Azerbaijanis.

To shed light on these atrocities, the Azerbaijani Ombudsman's office has prepared special reports and video materials documenting hate crimes and hate speech perpetrated by Armenia against Azerbaijanis, which have been submitted to relevant international organizations.

NEWS.AZ

International

Armenia's mine terrorism remains a major threat to civilians and military personnel - Ombudsman



"Mines and unexploded ordnance planted by Armenia during the occupation of the liberated territories continue to pose a serious threat to the lives and health of civilians and military personnel," Sabina Aliyeva, Commissioner for Human Rights (Ombudsman) of Azerbaijan said in an appeal to international organizations, News.Az reports.

In her appeal Sabina Aliyeva noted that five servicemen of the Azerbaijani Army were recently injured to varying degrees in a mine explosion in the Kalbajar district.

"Despite repeated requests to international organizations to obtain accurate maps of the mines planted in the liberated territories, the Armenian side continues to refuse to provide this information, violating international humanitarian law.

In my capacity as the Human Rights Commissioner (Ombudsman) of the Republic of Azerbaijan, I once again urge relevant international organizations to exert serious pressure on Armenia to hand over accurate mine maps to Azerbaijan and to respond strongly to military and environmental crimes committed, including violations of humanitarian law," the Ombudsman emphasized.



Dr. Asif Mehmood Jah's Book "Mohtasib Key Diary" launched at ICCI

ISLAMABAD, Aug 18 (APP): The Islamabad Chamber of Commerce & Industry (ICCI) on Monday hosted the launching ceremony of "Mohtasib Key Diary", the latest book authored by Federal Tax Ombudsman (FTO) Dr. Asif Mehmood Jah. The event was attended by a large number of distinguished personalities from diverse walks of life, including retired and serving bureaucrats, business community leaders, intellectuals, students, and social workers, said a press release.

Addressing the gathering, Dr. Asif Mehmood Jah said Pakistan is a blessing of Allah, enriched with opportunities, and the nation's foremost duty is to serve it sincerely and diligently for its progress and prosperity. "What we are today is because of Pakistan, therefore we must give it honour and priority," he remarked.

Pakistan OBSERVER



FTO praised for disposing highest number of cases in shortest time

The Islamabad Chamber of Commerce & Industry (ICCI) on Monday hosted the launching ceremony of "Mohtasib Ki Diary", the latest book authored by the Federal Tax Ombudsman (FTO) Dr Asif Mehmood Jah here at the ICCI auditorium Monday.

The book launching ceremony was addressed by the Managing Director (MD) of the National Book Foundation (NBF) Dr Kamran Jahangir, President of the ICCI Nasir Mansoor Qureshi, Adviser Federal Ombudsman (FO) and noted humorous poet, Dr Inamul Haq Javed, DG FTO Khaldun-ul-Haq, Registrar FTO Khalid Javaid, former Member FBR Mohammad Ramzan Bhatti, former Federal Secretary Yasin Tahir, former Member FBR, Salman Nabi, former DG Health Dr. Fayaz Ranjha and Chief Honorary Advisor to FTO Sohail Altaf.

During the four years of my tenure, taxpayers were given due respect by resolving their complaints promptly, inexpensively, and on merit, adding with pride that 98pc of FTO's decisions have been upheld, which is a source of great satisfaction, he said.

The speakers in their evaluation of the FTO's achievements and remarkable work said it was because the right man was in the right place that a fast-track system of addressing taxpayers' grievances was addressed. They also highlighted the multidimensional aspects of the FTO's personality, his philanthropist works, charity and social service in the field of health, provision of clean water and uplift of the less-privileged classes.

BUSINESS RECORDER

Founded by M.A. Zubair

Book launch: SBP governor praises writer Sirajuddin Aziz

KARACHI: Esteemed banker and author, Sirajuddin Aziz unveiled his latest work, "Corporate Success: Engaged Leadership – Insights & Strategies," at a launch ceremony held here on Monday.

As a chief guest at the well-attended event, Governor State Bank of Pakistan, Jameel Ahmed felicitated the book author, expressing well wishes saying the work may inspire everyone across the public and private sectors inclusively the corporates.

We appreciate Sirajuddin for authoring a book that hopefully will provide like a pathway for individuals with crucial lessons to help them nurture their professional qualities to handle new challenges and expand outlook in their respective fields.

Sirajuddin, Jameel Ahmed lauded for being recognized for his professional services and success at home and abroad. He added that the book author also stood by the financial sector and helped banks in crisis.

The Governor SBP called him a prolific author and persuasive speaker. He said: "He (Sirajuddin) has outdone himself with this book." He also talked about the chapters of the book.

While acknowledging the book, Jameel Ahmad, described that the book as a timely exploration of leadership, human capital, and governance.

libyaupdate

Parliamentary Health Committee forms a committee to investigate the circumstances of the Administrative Control's visit to Tripoli Hospital



The Chairman of the House of Representatives' Health and Environment Committee, Nasr al-Din Mahni, held a virtual meeting with the committee's Deputy Chairman, Hassan al-Zarqa, and committee members: Ayman Saif al-Nasr, Fawzia Bughalia, Asma al-Khoja, Naima al-Dalf, and Ahlam al-Lafi.

The meeting addressed what was circulated on social media regarding the field tour by the head of the Administrative Control Authority, Abdullah Qadirbuh, at Tripoli Central Hospital, and the widespread public controversy it sparked.

It was agreed to form a committee of members from the House of Representatives' Health and Environment Committee to follow up on the details and circumstances of the visit and to directly ascertain the facts.

The meeting also discussed a number of urgent health files and issues related to the work of the Ministry of Health, with the aim of developing proposals to address them in a manner that serves medical facilities and patients.

unicef for every child

Mozambique

New Delegation of the Ombudsman and Child Help Line inaugurated in Cabo Delgado

This inauguration is a decisive step in the partnership between UNICEF and the Ombudsman to strengthen the capacity to respond to human rights violations, particularly those affecting children in Mozambique.



Pemba, Mozambique - An important milestone in the promotion of social justice and the defense of human rights, especially children's rights, occurred in the city of Pemba, Cabo Delgado province, with the inauguration of the Ombudsman and the Child Help Line (Linha Fala Criança - 116).

This inauguration represents a decisive step in the partnership between the United Nations Children's Fund (UNICEF) and the Ombudsman, a collaboration that began in 2019 and which has been strengthening the capacity to respond to human rights violations, particularly those affecting children in Mozambique.

"The presence of the Ombudsman, with the Linha Fala Criança (116), will allow many cases of violation of children's rights in Cabo Delgado to be resolved more quickly and effectively," said Nicholas Wassuna, head of UNICEF's Cabo Delgado field office.

Kuzey Kıbrıs Türk Cumhuriyeti Yüksek Yönetim Denetçisi (Ombudsman)

YÜKSEK YÖNETİM DENETÇİSİ (OMBUDSMAN) İLKAN VAROL, 39. DÖNEM RAPORUNU MECLİS BAŞKANI ZİYA ÖZTÜRKLER'E SUNDU.



Yüksek Yönetim Denetçisi (Ombudsman) İlkan Varol, 38/1996 sayılı Yüksek Yönetim Denetçisi (Ombudsman) Yasası'nın 16. maddesinin 1. fıkrası uyarınca hazırlanan Ocak – Haziran 2025 (birinci altı aylık) 39. Dönem Raporunu KKTC Meclis Başkanı Ziya Öztrükler'e sundu.

Kabulde konuşan İlkan Varol; Ombudsman'ın Anayasal bir kurum olduğunu, yetkisini Anayasadan aldığı ve bağımsız, tarafsız bir şekilde görev ifa ettiğini belirtti.

Ombudsman İdarenin eylem ve işlemlerinden mağdur olduğunu düşünen kişilerin aleyhine şikayetelerini yapabilecekleri bir kurumdır.

Ombudsman'a başvuran kişilerin Ombudsman yasasını ve yetkilerini her zaman bilen gibi bir durumları olmamakta ve yetki dışındaki konularla ilişkin şikayetler de yapılmamaktedir. Bu durumlarda yetki dahilinde olan konular yazılı şikayet alınmak koşulu ile işlemeye konulmakta ancak yetki dışında gelen şikayetterde ise vatandaşın kapıldan döndürülmemektedir ve sözü olarak hukuki konularda yardımcı olmaktadır.

Bugün burada size sunmuş olduğum raporun içerisindeki bilirilen sayıda raporları hazırlayan çok kısıtlı sayıda olmasına rağmen özerki ile çalışan "denetçi kadrolarına ve idari kadrolardaki personeline huzurunuza teşekkür etmek istiyorum" ifadelerini kullandım.

Varol, Cumhuriyet Meclis Başkanı Öztrükler'e görevinde başanlar dileyerek konuşmasını tamamlamıştır.

Cumhuriyet Meclis Başkanı Öztrükler, Ombudsman'ın KKTC'deki önemine deşinerek, gerek Uluslararası Ombudsmanlar toplantılarını, gerekse ülkedeki çalışmalarını takip ettiğini belirterek başanlarının devamını diledi.



ISLAMABAD, Aug 27 (APP): Member Minorities, National Commission for Human Rights (NCHR), Manzoor Masih, Wednesday held a meeting with the Federal Ombudsman of Pakistan, Ejaz Ahmad Qureshi, at the Office of the Federal Ombudsman Islamabad.

During the meeting, wide-ranging discussions were held on the protection and promotion of human rights in the country, with a particular focus on the issues faced by minority communities.

Manzoor Masih apprised the Federal Ombudsman of the initiatives and achievements of NCHR, including its complaint redressal and referral mechanisms, which have enabled victims of rights violations to access justice more effectively.

Both sides acknowledged that despite the presence of robust constitutional guarantees and legislative frameworks for the protection of human rights, the lack of effective implementation of existing laws remains a major challenge. It was emphasized that coordinated efforts between institutions such as NCHR and the Ombudsman's Office are vital for strengthening accountability, ensuring timely justice, and addressing systemic gaps.

Manzoor Masih also presented several NCHR reports to Mr. Qureshi, highlighting key findings and recommendations aimed at improving governance, institutional responsiveness, and public awareness on rights-related issues.

The Federal Ombudsman appreciated the work of NCHR and assured his support for enhanced cooperation in matters concerning complaint resolution, protection of vulnerable groups, and promotion of a culture of rule of law in Pakistan.



Punjab Ombudsman launches Awami Khidmat programme

LAHORE, Aug 25 (APP): The provincial ombudsman inaugurated the Awami Khidmat Programme and the Media Outreach Wing for South Punjab at a ceremony held at the Ombudsman's Regional Office in Multan on Monday.

The event was attended by Additional IG South Punjab Muhammad Kamran Khan, Commissioner Amir Kareem Khan, senior advisors Nasim Nawaz, Arif Anwar Baloch, and Nasir Jamal Pasha, Secretary Ombudsman Punjab Quaiser Saleem, Deputy Commissioner Multan, along with advisors from South Punjab and members of the outreach and media teams, said a media release issued here.

Addressing the ceremony, the Punjab ombudsman announced the launch of a Mobile Van Outreach Campaign under the Awami Khidmat Programme. The specially equipped mobile van will provide complaint redressal services in remote areas across 13 districts of South Punjab. The existing Helpline 1050 has also been integrated into this campaign to further enhance accessibility.

In response to a query by the commissioner, the Ombudsman explained that the newly established Media Outreach Wing will conduct awareness campaigns in Urdu, Saraiki, and Punjabi throughout South Punjab. The Wing will ensure timely responses, record and analyze public feedback, and collaborate with local media and other stakeholders to maximize outreach.

The Punjab Ombudsman emphasized that such initiatives are aimed at ensuring the provision of free, accessible, and timely justice for people of South Punjab.



E-PAPER TODAY'S PAPER EDITOR'S PICKS OPINION NEWS MULTIMEDIA

FOSPAH rules invasive CCTV monitoring as workplace harassment

Islamabad - The Federal Ombudsperson for Protection Against Harassment (FOSPAH) has ruled that excessive CCTV surveillance in the workplace amounts to harassment. The ruling was issued in the case of Saneem Afshain vs. Azhar Abbas, CEO of Yashal English House on Thursday, where the complainant was subjected to persistent monitoring and intimidation through surveillance. FOSPAH found this conduct violated her dignity and privacy, ordering Rs. 50,000 in compensation and a censure against the accused. The decision also mandates workplace reforms, including forming an inquiry committee and displaying the Code of Conduct in English and Urdu. FOSPAH emphasized that harassment includes any behavior that creates fear or violates dignity, not just physical or verbal misconduct.



Ombudsman office resolves 6700 out of 9000 complaints: Sohail Rajput



KARACHI, Jul 24 (APP): Provincial Ombudsman Sindh, Mohammad Sohail Rajput on Thursday said due to lack of awareness only 9000 complaints were registered out of 55.5 million population of the province while 6700 cases have been resolved.

Addressing an awareness seminar titled "The Role of Provincial Ombudsman Sindh in Public Grievance Redressal" Rajput said lack of awareness and trust in the institutions were main reasons of not registering complaints by the people. The seminar was jointly organized by the Directorate of Climate and Disaster Redressal Unit, Provincial Ombudsman Sindh, and Pakistan Red Crescent Society (PRCS) Sindh.

Sohail Rajput stated that efforts are being made to raise awareness through media, social media, seminars, and public hearings. "We have also set a three-month resolution time frame for complaints and ensure that complainants are not made to run from pillar to post unnecessarily, he added."

Sohail Rajput announced that an MoU with PRCS Sindh would soon be signed.

Speaking on climate change issue, he noted that regions like KP and Punjab are currently experiencing natural disasters, while in 2020, Karachi witnessed 287 mm of rain in just six hours due to a cloudburst.

Rajput emphasized the need for collaborative efforts to address climate and disaster challenges and welcomed other institutions to join hands. Highlighting past efforts, he said that over 500 unresolved land and housing project complaints pending for five years were taken up with the Chief Minister of Sindh, who constituted a four-member cabinet committee to propose solutions within three months.

He also stated that the Ombudsman's Office takes suo motu notice in the public interest and is working to digitize the entire complaints system this year. A bilingual (Urdu and Sindhi) website and app are also being launched soon.

Chairman PRCS Sindh, Rehan Hashmi reiterated PRCS's readiness to serve during disasters. He praised the Ombudsman's Office for efficiently addressing public complaints against government entities and emphasized that the joint seminar aimed to raise public awareness about how citizens can access free and prompt justice against government malpractices through proper channels.

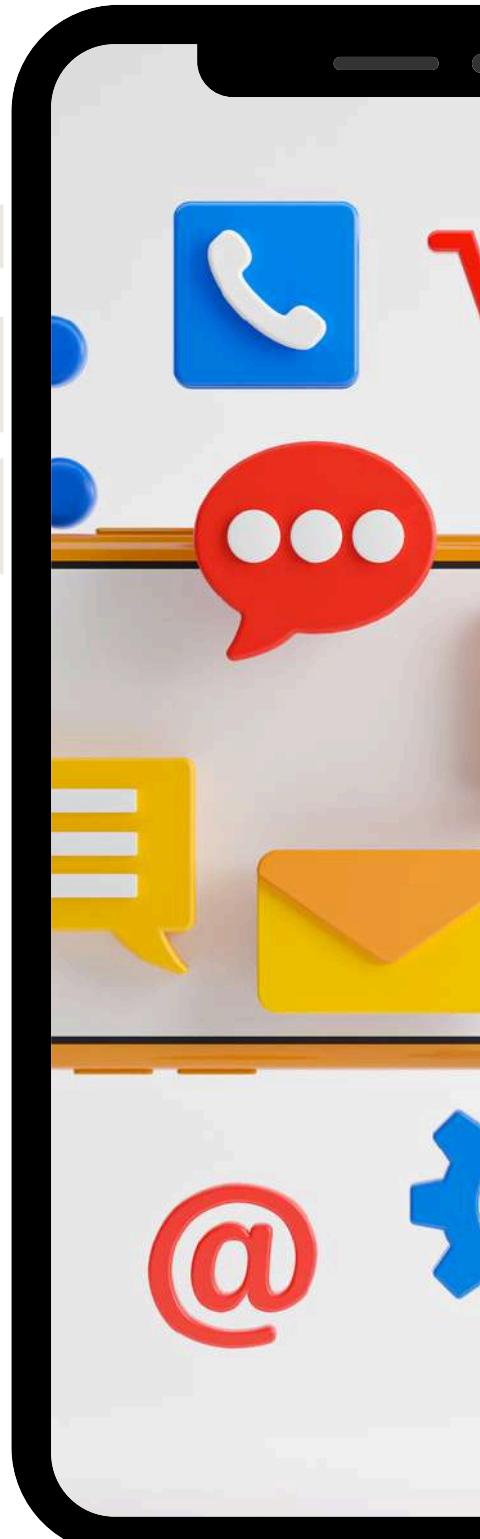


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Contact Us

 +92-51-9202438

 secretary@oicoa.org

 OIC Ombudsman Association Secretariat
5-A, Constitution Avenue, Islamabad, Pakistan