

THE OMBUDSMAN OBSERVER



INSIDE THIS ISSUE

- **Hon'ble Ghada Hameed Receives the Ambassador of the Republic of Serbia in Manama**
- **Hon'ble Isaque Chande Launches his Debut Book on Generation Shaped by Mozambique's Liberation Era**
- **Hon'ble Abdullah Qaderbouh Participates in OECD Global Forum on Anti-Corruption and Integrity in Paris**
- **Federal Ombudsman of Pakistan Called on the Chief Legal Consultant to the President of Pakistan, Hon'ble Justice Retd. Irfan Qadir**



Hon'ble Mr. Hary Susanto Sworn in as the Chairman of the Ombudsman of Indonesia for the term of 2026 - 2031

Hon'ble Mr. Hary Susanto took oath as the Chairman of Indonesian Ombudsman and has also assumed his position as the Board Member of OIC Ombudsman Association.



Hon'ble Dr. Najma Afzal Khan Appointed as Pakistan's Provincial Ombudsperson of Punjab

Former Member of Provincial Assembly of Punjab and a renowned social activist, Dr. Najma Afzal joins the ranks of OICOA as the Provincial Ombudsperson of Punjab and an OICOA Member.

TOP ACTIVITIES IN THIS ISSUE

- **Symposium on "Ombudsmanship in Light of Current Developments" was Held by Ufuk University, in collaboration with the Ombudsman Institution of Türkiye**
- **OICOA Secretariat Holds a Training Session on 'Role of Ombudsman in Legislative Reform' in Collaboration with Mediator of the Kingdom of Morocco**
- **Hon'ble Mr. Hazem Al-Majali Appointed as Chairman of the Integrity and Anti-Corruption Commission of the Kingdom of Jordan**
- **Human Rights Commission of Azerbaijan Holds an Exhibition on 'Unsilenced Truths' Concerning the Genocide and Ethnical Cleansing Policies Directed Towards Azerbaijanis**



Table of Contents

01	THE PRESIDENT'S MESSAGE
02	THE SECRETARY GENERAL'S MESSAGE
03	FROM THE DESK OF EXECUTIVE SECRETARY
04	OICOA BOARD MEMBER ACTIVITIES
17	OMBUDSMAN IN FOCUS
18	OICOA AFRICAN REGION ACTIVITIES
25	OICOA ASIAN REGION ACTIVITIES
33	THROUGH THE LENS
43	PRESS COVERAGE

The Editorial Board

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The President's Message

Dear Esteemed OICOA Members and Colleagues,

It is my pleasure to address you through the April 2026 edition of the OIC Ombudsman Association (OICOA) e-Newsletter. We reaffirm our determination to strengthen our shared commitment to upholding justice, protecting human dignity, and promoting good administration across the Islamic world and beyond.

On the occasion of 8 March, International Women's Day, we extend our sincere congratulations to all women and honor the achievements, resilience, and invaluable contributions of women around the world. This day is a powerful reminder of the ongoing need to advance gender equality, eliminate discrimination, and ensure that every woman and girl can fully exercise her rights and freedoms.



Women's meaningful participation in all spheres of life is essential to the promotion and protection of human rights and the strengthening of democratic governance. In line with the core principles of justice, equity, and accountability upheld by ombudsman and human rights institutions, ensuring women's equal access to rights and remedies remains a fundamental priority. As the cornerstone of both family and society, women play a vital role in fostering inclusive, rights-based communities across the Islamic world and beyond. We reaffirm our commitment to supporting initiatives that empower women and promote dignity, equality, and justice for all.

I would like to express my sincere appreciation to all Member Institutions for their continued support, cooperation, and solidarity. I firmly believe that, through our collective efforts, OICOA will continue to serve as a strong platform, promoting justice, human rights, and fairness across the Islamic world and beyond.

Mehmet Akarca
PRESIDENT (OICOA)
CHIEF OMBUDSMAN OF TURKIYE

The Secretary General's Message

Esteemed OICOA Members and Colleagues,

The activities covered in this issue emerge from a month that included International Women's Day, It is a day that invites more than commemoration; it asks of us a candid appraisal of where women stand within the institutions we serve and lead. In that spirit, I find quiet satisfaction in noting that the OIC Ombudsman Association is not one that speaks of inclusion in the abstract. A considerable share of our membership, and indeed the OICOA Board itself, two of whose members are distinguished women, is shaped by the intellect, judgement, and stewardship of female colleagues whose contributions have given this Association much of its present character. I wish to record my appreciation for these colleagues, and beyond them, for women everywhere, whose quiet endurance and unyielding resolve continue to shape the world in ways too often left unacknowledged.



I would also like to welcome the appointment of Mr. Hary Susanto as Chairman of the Ombudsman of Indonesia and his induction as a Board Member of the OIC Ombudsman Association. In the similar vein, I would like to extend my heartiest congratulations to Dr. Najma Afzal Khan for assuming charge as Pakistan's Provincial Ombudsperson of Punjab. I look forward to interacting with both of these colleagues in the immediate future and exploring mutual avenues of cooperation in the field of ombudsmanship. I wish them the best of luck for their tenure ahead and remain eager to learn from their expertise.

I was particularly moved by our President, Hon'ble Mr. Mehmet Akarca's visit to the Nursing Home Elderly Care and Rehabilitation Centre on the occasion of '*Respect for the Elderly Week*'. By meeting the residents, speaking with them, and taking interest in the handicrafts produced in their workshops, he placed the elderly at the centre of attention rather than at its margins. Such gestures matter because they remind us that ageing does not diminish one's place in society; it makes recognition, companionship, and respect all the more necessary.

Lastly, I would like to express my sincere hope for peace at a time when the international environment remains deeply unsettled. Conflicts, wherever they occur, leave their heaviest burden on ordinary people — families, children, the elderly, and communities already living with uncertainty. Our institutions may work within national mandates, but our values are universal: justice, restraint, dialogue, and respect for human dignity. It is my earnest wish that wisdom prevails, tensions recede, and the path of diplomacy is given the space it urgently needs.

With warmest regards

Zafar Hijazi

SECRETARY GENERAL (OICOA)
FEDERAL TAX OMBUDSMAN OF PAKISTAN

From the Desk of Executive Secretary

Distinguished OICOA Members,

I am pleased to share this month's newsletter with our Members and wider readership, which highlights a thoughtful account of the engagements, institutional developments, and professional exchanges that shaped the work of the OICOA community during the past month.

To Hon'ble Mr. Hary Susanto, on his appointment as Chairman of the Ombudsman of Indonesia and his accession to the OICOA Board; to Hon'ble Dr. Najma Afzal Khan, on assuming office as Women Ombudsperson Punjab; and to Mr. Hazem Al-Majali, on taking charge as Chairman of Jordan's Integrity and Anti-Corruption Commission, I offer, on behalf of the Association and in my own capacity, sincere congratulations and every good wish for the tenures that lie ahead. These new appointments bring with them not only new leadership, but also renewed institutional momentum. I wish them success in their respective mandates and look forward to their engagement with the OICOA community in the months ahead.



My sincere appreciation is also extended to the Mediator of the Kingdom of Morocco for partnering with the OICOA Secretariat in delivering the online training session on the '*Role of Ombudsman Institutions in Legislative Reform*'. The session offered valuable insight into how statistical data of complaints, field experience, and institutional analysis of an ombudsman can move beyond individual redress and inform better laws, stronger administration, and more responsive public policy. It was a meaningful contribution to peer learning within our Association and I am particularly grateful to the Mediator of Morocco's team for their exceptional coordination and arrangements for this training session.

I also commend Hon'ble Mr. Abdullah Qaderbough, Chairman of Libya's Administrative Control Authority, for his active engagement in international anti-corruption forums, including his recent participation in the OECD Global Forum on Anti-Corruption and Integrity in Paris. Across the OICOA community, he has been a consistent and principled voice on the ground realities of combating corruption in contemporary public administration. His leadership lends both depth and authority to our shared pursuit of accountability and institutional reform.

I would also be remiss not to acknowledge a moment of particular pride for our Association: the recent launch of *Memories of an Octomarchist*, the debut literary work of our Member, Hon'ble Mr. Isaque Chande (Ombudsman of Mozambique). Through a blend of personal recollection and collective memory, the book revisits the experiences of youth formed within the March 8 Center during the late colonial period and the early years of independence, situating that generation's aspirations within the wider arc of Mozambique's liberation and nation-building. On behalf of the Association, I extend to Mr. Chande my sincere congratulations on this thoughtful and historically significant contribution to the world of academia.

Lastly, I cannot conclude without acknowledging the escalating unrest in the Middle East which is a sobering reminder of how swiftly the space for reason can narrow, and how heavily the consequences of conflict fall upon those who had no hand in causing it. We can only hope that those with the authority to shape outcomes exercise it with the full weight of that responsibility in mind, before it is too late.

With profound regards,

Almas Ali Jovindah
EXECUTIVE SECRETARY (OICOA)



OMBUDSMAN INSTITUTION OF TÜRKİYE

Symposium on “Ombudsmanship in Light of Current Developments” was Held by Ufuk University, in collaboration with the Ombudsman Institution of Türkiye

The “Symposium on Ombudsmanship in Light of Current Developments” was hosted by Ufuk University on 25 March 2026, in collaboration with the Ombudsman Institution of Türkiye.

President of OICOA and Chief Ombudsman of Türkiye, Hon’ble Mr. Mehmet Akarca, Former Speaker of the Grand National Assembly of Türkiye (GNAT) Mr. Cemil Çiçek, and Former Minister of Justice, Mr. Hikmet Sami Türk participated in the symposium as keynote speakers. The event was also attended by Ombudsmen Mr. Ertuğ Erkan Balta, Ms. Fatma Benli Yalçın, Mr. Şerif Yılmaz, and Mr. Özcan Yıldız; and the Secretary General of the Ombudsman Institution, Mr. Mehmet Doğan.

Emphasizing that a strong state is one that listens to its citizens, Chief Ombudsman Mr. Mehmet Akarca stated that the Ombudsman Institution adopts a citizen-focused approach that listens to grievances, promotes lawful and fair administration, prioritizes solutions, and upholds the public conscience.



The first session of the symposium, titled “Judiciary and Ombudsmanship,” was chaired by Mr. Akarca. The second and third sessions were chaired by the first Chief Ombudsman of Türkiye, Mr. Nihat Ömeroğlu and by Former Chief Ombudsman of Türkiye, Mr. Şeref Malkoç, respectively. During the symposium, distinguished academicians and jurists comprehensively examined the historical development and establishment of the Ombudsman Institution, its contributions to the field of law in Türkiye, its role in reducing the workload of the judiciary, and its function within the constitutional framework. The discussions also addressed the practical implications of the decisions of the Ombudsman Institution and the significance of the Ombudsman Institution in light of current developments.



President of OICOA and Chief Ombudsman of Türkiye, Hon'ble Mehmet Akarca, paid a courtesy visit to the Ambassador Extraordinary and Plenipotentiary of the Republic of Azerbaijan to the Republic of Türkiye, H.E. Dr. Rashad Mammadov



On 10 March 2026, the President of the OIC Ombudsman Association (OICOA) and Chief Ombudsman of Türkiye, Hon'ble Mr. Mehmet Akarca, paid a courtesy visit to the Ambassador Extraordinary and Plenipotentiary of the Republic of Azerbaijan to the Republic of Türkiye, H.E. Dr. Rashad Mammadov, in Ankara. Secretary General of Ombudsman Institution of Türkiye, Mr. Mehmet Doğan, also attended the meeting and took part in the discussions.

The discussion included an exchange of views on institutional cooperation with particular attention to the role of ombudsman institutions in addressing administrative grievances and promoting good governance. The conversation also touched on the importance of maintaining direct channels of communication between national institutions and diplomatic representatives.

The visit formed part of regular engagements maintained by the Office of the Chief Ombudsman of Türkiye with diplomatic representatives based in Ankara, contributing to continuity in institutional contact and the sharing of administrative experience.

President of OICOA and Chief Ombudsman of Türkiye Mr. Mehmet Akarca and Ombudsmen Met with Female Staff of the Ombudsman Institution of Türkiye on the Occasion of 8 March International Women's Day



A program was held at the Ombudsman Institution of Türkiye on the occasion of 8 March International Women's Day. During the program, President of OICOA and Chief Ombudsman of Türkiye, Hon'ble Mr. Mehmet Akarca, met with the female staff working at the Ombudsman Institution and celebrated International Women's Day. The program was also attended by Ombudsmen Ms. Fatma Benli Yalçın, Mr. Abdullah Cengiz Makas, Mr. Şerif Yılmaz, and Mr. Özcan Yıldız, as well as the Secretary General of the Ombudsman Institution, Mr. Mehmet Doğan.

Mr. Akarca emphasized that the day is not only for celebration but also for recognizing women's contributions, their role in strengthening society, and their importance across all areas of life, while underlining Türkiye's historical and legal progress in women's rights.

He stated that the Ombudsman Institution carefully examines women's complaints and continues its efforts to support equality and remove barriers, highlighting that stronger women lead to stronger families, society, and nation.

Ombudsman Hon'ble Ms. Fatma Benli Yalçın, responsible for women's rights matters at the Ombudsman of Türkiye, also congratulated the female staff of the Ombudsman Institution on 8 March International Women's Day and thanked them for their contributions and efforts for the Institution.



President of OICOA and Chief Ombudsman of Türkiye, Hon'ble Mr. Mehmet Akarca, Paid a Visit to the 75th Year Nursing Home Elderly Care and Rehabilitation Centre and Met with the Residents



President of OICOA and Chief Ombudsman Hon'ble Mr. Mehmet Akarca and Ombudsman Hon'ble Ms. Fatma Benli Yalçın paid a visit to the 75th Year Nursing Home Elderly Care and Rehabilitation Centre on 18 March 2026, as part of Respect for the Elderly Week. During the visit, Chief Ombudsman Mr. Akarca and Ombudsman Ms. Yalçın celebrated this important week with the residents and engaged in conversation with them. They also attended the opening of an exhibition featuring paintings and handicrafts created by the residents in hobby workshops. The program was also attended by Deputy Director General of Disability and Elderly Services of the Ministry of Family and Social Services, Ms. Fatma Yiğiter Kara, and Ankara Provincial Director of the Ministry of Family and Social Services, Mr. Cüneyd Özdemir.

Ombudsman Ms. Fatma Benli Yalçın Attended the “ON Forum: High-level conference with Ombudsperson institutions and National Human Rights Institutions (NHRIs)” organized by the Council of Europe

Ombudsman of Türkiye, Hon'ble Ms. Fatma Benli Yalçın attended the “ON Forum: High-level conference with Ombudsperson institutions and National Human Rights Institutions (NHRIs)” organized by the Council of Europe in Strasbourg/France, on 17th March 2026.

In her speech during the meeting, Ombudsman Ms. Yalçın emphasized the importance of European Court of Human Rights (ECHR) standards in the protection of human rights, noting that the decisions issued by the Ombudsman Institution frequently refer to ECHR case law. However, she stated that the effectiveness of international protection is measured by how well it safeguards vulnerable groups. She underlined that the child abuse revealed in the Epstein documents and the fact that a child has been killed every 52 minutes over the past two years in Gaza demonstrate the importance of human rights institutions. She also stressed that Ombudsmen should be the voice of those who cannot be heard.





HUMAN RIGHTS COMMISSIONER OF AZERBAIJAN

Hon’ble Sabina Aliyeva Hosts Moldovan Ambassador H.E. Aleksandr Esaulenko at the Headquarters of Human Rights Commission (Ombudsman) of Azerbaijan in Baku

OICOA Board Member and Commissioner for Human Rights (Ombudsman) of Azerbaijan, Hon’ble Sabina Aliyeva, received the Extraordinary and Plenipotentiary Ambassador of the Republic of Moldova to Azerbaijan, H.E. Aleksandr Esaulenko, at her office in Baku. During the meeting, both sides noted the current state of relations between Azerbaijan and Moldova and referred to the established pattern of bilateral cooperation. The discussion included an exchange of views on issues related to the protection of human rights and the functioning of ombudsman institutions.



Ms. Aliyeva provided an overview of the Office’s work, outlining its mandate and recent activities in the field of human rights and freedoms. She also referred to existing contacts between the ombudsman institutions of Azerbaijan and Moldova, both at the bilateral level and within international platforms, where professional exchanges and cooperation continue. The meeting also included an exchange on other issues of mutual interest. Following the discussion, Ambassador Esaulenko visited an exhibition organized at the Ombudsman Office, which presents documented materials concerning genocide and ethnic cleansing attributed to Armenia. He also signed the exhibition’s guest book.

Hon’ble Sabina Aliyeva Presents 2025 Human Rights Report, Outlines Key Priorities Before Parliament of Azerbaijan



On 3rd March 2026, the Commissioner for Human Rights (Ombudsman) of Azerbaijan and OICOA Board Member, Hon’ble Ms. Sabina Aliyeva, addressed the Parliament on the 2025 Annual Report on the Protection of Human Rights. Ms. Aliyeva set out an overview of developments in the human rights field over the reporting period, including institutional measures, identified concerns, and areas requiring further attention. Prior to the parliamentary session, Ms. Aliyeva, accompanied by staff of the Ombudsman Office, visited the grave of the National Leader Heydar Aliyev at the Alley of Honor. Tribute was also paid to the memory of Zarifa Aliyeva, a prominent ophthalmologist and academician. The delegation subsequently visited the Alley of Martyrs to honor those who lost their lives in connection with the country’s sovereignty and territorial integrity.

In remarks to media representatives, the Ombudsman outlined the main issues addressed in the report, noting that the recommendations contained therein are directed at strengthening safeguards for different segments of the population. The report places emphasis on practical measures aimed at improving access to rights and enhancing institutional responsiveness. During her address, Ms. Aliyeva presented key findings from the reporting period, including progress achieved, ongoing challenges, and priority areas for future action. The report, which has been published on the official website of the Ombudsman Office, has also been made available to relevant media outlets for public access.

Human Rights Commission of Azerbaijan Holds an Exhibition on ‘Uns silenced Truths’ Concerning the Genocide and Ethnical Cleansing Policies Directed Towards Azerbaijanis

At the initiative of the Ombudsman of Azerbaijan, an opening ceremony of the exhibition entitled “Uns silenced Truths” was held on the premises of the Office. The exhibition reflects historical facts concerning the genocide and ethnical cleansing policies historically carried out against Azerbaijanis.

In her opening remarks, OICOA Board Member and Human Rights Commissioner, Hon’ble Sabina Aliyeva stated that this exhibition holds significant importance in conveying to the public the historical facts concerning the genocide and ethnical cleansing crimes against our people, one of the most tragic pages in the history of our people in honoring the dearest memory of the victims with deep respect, and in transmitting these truths to future generations.



In March–April 1918, Azerbaijanis had been massively and brutally massacred in Baku and in various regions of Azerbaijan, including Shamakhi, Guba, Karabakh, Zangezur, Nakhchivan, and other territories, said the Ombudsman. Ultimately, tens of thousands of civilians were killed solely on the grounds of their national and religious identity, and numerous civilian settlements were destroyed. The Ombudsman emphasized the importance of assessing these events as genocide, as one of the gravest crimes committed against peace and humanity, in accordance with international law. Afterwards, Azada Novruzova, a staff member of the Ombudsman Office, briefed on her book entitled “Lovers of Victory: The Martyrs of Gharakilsa”, prefaced by Ombudsman Sabina Aliyeva. She noted that the book contains biographical information of the fighters from the Gharakilsa district of the Zangezur region of Western Azerbaijan who were killed or went missing during the battles fought for the territorial integrity of Azerbaijan. The archival documents, photographs, and other materials exhibited vividly reflect the scale and severe consequences of the genocide and deportation policies against Azerbaijanis. The materials also serve to preserve historical memory, raise public awareness in the field of human rights, and ensure the objective informing of the international community. At the end of the event, the participants viewed the exhibition.

The Temporary Detention Place and Investigation Isolator of the State Security Service was monitored within the frame of the National Preventive Mechanism of the Human Rights Commission (Ombudsman) of Azerbaijan

The Commissioner for Human Rights (Ombudsman) of Azerbaijan and OICOA Board Member Hon’ble Sabina Aliyeva, together with the Members of the National Preventive Group carried out a monitoring visit to the Temporary Detention Place and Investigation Isolator of the State Security Service. During the visit, the conditions of the detention and the provision of rights related to nutrition, food supply, medical care, outdoor exercise, visits, and telephone communication, as well as issues concerning treatment, were assessed. The re-organized visiting rooms and cells were inspected.



Some group of accused, including those accused of crimes against peace and humanity, war crimes, terrorism, financing of terrorism, and other serious crimes under the Criminal Code of the Republic of Azerbaijan, were interviewed in private in order to assess the treatment issues. The interviewed persons were explained their rights, the requirements of the relevant legislation, the Ombudsman’s competences, and the application procedure through the “916” Call Center of the Ombudsman. In conclusion, discussions were held with the management of the TDP and II about the overall activities, and recommendations were made in accordance with international and national legal frameworks.

OMBUDSMAN OF THE KINGDOM OF BAHRAIN

Secretary General of the Ombudsman of Bahrain and OICOA Board Member, Hon’ble Ghada Hameed Receives the Ambassador of the Republic of Serbia in Manama



OICOA Board Member and Secretary General of the Ombudsman of Bahrain, Hon’ble Ms. Ghada Hameed Habib, Ombudsman of the Kingdom of Bahrain, received Her Excellency Ms. Tatjana Garčević, Ambassador of the Republic of Serbia to Bahrain, at her office. The meeting formed part of ongoing engagement with diplomatic missions accredited to the Kingdom.

During the meeting, the Ombudsman welcomed the Ambassador and referred to the Office’s practice of maintaining working contacts with diplomatic representatives of partner countries. The discussion included an overview of the institutional framework governing the handling of grievances and the procedures followed by the Ombudsman of Bahrain in addressing complaints submitted by members of the public.

Ms. Hameed outlined the operational approach of the Ombudsman office, noting its institutional independence and adherence to established standards in the examination of complaints. The emphasis was placed on ensuring impartial review mechanisms and maintaining consistency in the provision of redress services. The meeting also addressed practical aspects of communication between the Ombudsman Office and the Embassy of Serbia, including the handling of inquiries related to specific cases.



MEDIATOR OF THE KINGDOM OF MOROCCO

Mediator of Morocco and OICOA Board Member, Hon’ble Hassan Tariq Meets UNDP Representative Ms. Ilaria Carnevali to Advance Governance Cooperation in Rabat

The Mediator of Morocco and OICOA Board Member, Hon’ble Hassan Tariq, received Ms. Ilaria Carnevali, Resident Representative of the United Nations Development Programme (UNDP) in Morocco, for discussions on strengthening cooperation in areas related to the protection of service users’ rights and the consolidation of good governance practices. The meeting was held within the broader context of supporting institutional efforts aligned with the Sustainable Development Goals.

The exchange underscored the role of ombudsman institutions in safeguarding rights and contributing to the functioning of accountable public administration. Reference was made to the growing international recognition of such institutions in advancing Goal 16 of the Sustainable Development Agenda, which addresses peace, justice, and strong institutions.



Both sides discussed avenues for enhancing working methods and institutional tools, with a focus on improving effectiveness and reinforcing principles of transparency, accountability, and fairness. The conversation also addressed the importance of strengthening the capacity to identify structural shortcomings within public administration. The meeting further covered potential areas of cooperation in fields linked to human development and social cohesion policies, particularly in sectors such as health, education, and housing, given their direct relevance to public service delivery. Ms. Carnevali was accompanied by Ms. Shafika Afaq, Head of the Democratic Governance Team at UNDP Morocco. The meeting concluded with an understanding to maintain coordination and expand cooperation in support of administrative reform and governance frameworks.

Hon'ble Hassan Tariq Meets Higher Education Minister H.E. Ezaddin Al-Medawi on University Mediation Initiatives

Mr. Hassan Tariq, (Mediator of the Morocco and OICOA Board Member), held a meeting with H.E. Ezaddin Al-Medawi, Minister of Higher Education, Scientific Research and Innovation, on 18th March 2026, at the headquarters in Rabat. The meeting took place in the context of ongoing efforts to introduce and develop mediation practices within the university environment.

Discussions focused on avenues for cooperation between the Institution of the Mediator and the Ministry, with particular attention to the concept of university mediation. The exchange addressed how mediation mechanisms may be adapted to the academic setting, taking into account the dynamics of student life and the administrative structure of higher education institutions. Both sides considered practical steps for coordination, including the possible integration of mediation approaches to address disputes and improve communication within universities. The discussion also touched on the role such mechanisms may play in

supporting a more responsive and structured institutional environment. The meeting was also attended, on behalf of the Ministry of Education by Mr. Nour Aldin Tahami, President of the Council, and Mr. Hisham Burjawi, Director of Legal Affairs. Mrs. Najwa Achargui, Head of the Studies and Reports Unit at Mediator of Morocco was also in attendance.



Hassan Tariq Urges Shift from Case Handling to Structural Reform During his Keynote Address in a Seminar on “The New Public-Service Model and Transformations in Public Administration

At a discussion session held in Rabat, the Mediator of the Kingdom of Morocco and OICOA Board Member, Hon'ble Mr. Hassan Tariq, emphasized the role of knowledge as a necessary foundation for moving from a framework of protection toward one of governance. Speaking on the theme of “the new public service model and transformations in public administration,” he outlined the need to shift from the treatment of individual cases to an examination of underlying structural dysfunctions within public services.

Mr. Tariq noted that the integration of a knowledge-based approach in the work of governance institutions allows for more balanced and independent contributions to public debate. He pointed to the importance of combining legal and normative understanding with practical experience and civic awareness, particularly in the analysis of public policies and administrative decision-making processes. In this context, the handling of complaints was described not only as a legal exercise, but also as one requiring insight into institutional practices and evolving social conditions.

The discussion also addressed the broader function of the Mediator of Morocco as a governance institution, with reference to its intended role as a point of reference on matters related to public service governance. Additional discussions were also held regarding ongoing administrative reforms and the need for clearer institutional responsibilities, improved human resource management, and simplified procedures. The session, organized in partnership with the Damir Movement and the Friedrich Naumann Foundation, also included academic perspectives on transformations in public service delivery and the evolving relationship between administration and citizens.



Mediator of Kingdom of Morocco Observes International Women’s Day by Holding an Event to Recognize and Celebrate the Accomplishments of its Female Officers

On 9 March 2026, the Institution of the Mediator of the Kingdom marked International Women’s Day with a ceremony held at its headquarters in Rabat. Organized in coordination with the Social Work Association of the Institution’s staff, the event formed part of an annual initiative recognizing the contribution of women across the Institution’s central and regional offices.

The ceremony was presided over by the Mediator of the Kingdom and OICOA Board Member, Hon’ble Mr. Hassan Tariq, who addressed the role of women within the Institution and referred to ongoing work related to equality. In his remarks, he announced the continuation of the Gender Equality Programme and introduced the preparation of an annual report dedicated to this area, to be undertaken by the Division of Studies, Analysis, and Monitoring.



As part of the event, eight female staff members were recognized for their professional contributions and service: Hassana Al-Adnani, Narges Perou, Hanan Banaser, Huda Ayat Zdan, Ilham Al-Badawi, Karima Belmouden, Mona Ben Makhoulouf, and Labna Khabish. Each was awarded a certificate of appreciation and a distinction marking their work within the Institution. Held under the theme “8 March – 8 Women,” the event also coincided with the twenty-fifth anniversary of the establishment of the national mediation framework, tracing its evolution from earlier institutional forms to its present structure. The programme concluded with a note of appreciation addressed to women contributing to the work of the Institution and to the broader promotion of justice and rights.



OMBUDSMAN OF REPUBLIC OF INDONESIA

Hon’ble Mr. Hary Susanto Sworn in as the Chairman of the Ombudsman of Indonesia for the term of 2026 - 2031

Hary Susanto was sworn in as Chairman of the Indonesian Ombudsman for the 2026–2031 term before President Prabowo Subianto at the State Palace in Jakarta on 10 April 2026. Following the oath-taking ceremony, he affirmed the institution’s commitment to strengthening oversight of public services and supporting the implementation of national priority programmes. Hery Susanto also assumes a role at the international level as a Board Member of the OIC Ombudsman Association (OICOA), succeeding Mr. Mokhammad Najih, former Chairman of the Indonesian Ombudsman and outgoing OICOA Board Member.

In his statement, Mr. Susanto emphasized that the Ombudsman would carry out its oversight mandate with a focus on improving the quality and reach of public service supervision. He noted the importance of ensuring that complaint-handling mechanisms remain accessible, timely, and aligned with established standards, while also supporting the effective implementation of national programmes. He also identified key institutional challenges, including the need to expand access to public complaints, strengthen preventive measures against maladministration, and improve coordination within the regulatory framework. Mr. Susanto further referred to the importance of adequate institutional capacity, including human resources and budgetary support, in sustaining effective oversight and maintaining consistency in service delivery standards. The appointment of the leadership of the Indonesian Ombudsman for the 2026-2031 term was carried out based on Presidential Decree of the Republic of Indonesia Number 20/P of 2026 concerning the Dismissal and Appointment of Membership of the Indonesian Ombudsman.



The Ombudsman of Indonesia Encourages Digitalization of Police Service Oversight That is Humane and Free of Maladministration



Outgoing Chairman of the Indonesian Ombudsman, Hon’ble Mr. Mokhammad Najih, urged the Indonesian National Police (Polri) to strengthen the digital transformation of its oversight system, describing it as essential for improving public service delivery and reducing maladministration. He made these remarks while addressing the 2026 Supervisory Working Meeting (Rakerwas) of the National Police Inspectorate of General Supervision in South Jakarta.

Mr. Najih outlined key priorities, including the need for accountable and technology-driven oversight mechanisms, alongside improvements in complaint handling. He stressed that public service reform must align with national digital transformation goals and evolving governance standards.

Citing statistical data collected by the Indonesian Ombudsman, Mr. Najih pointed out that prolonged delays account for the majority of complaints against the police, identifying structural bottlenecks and capacity limitations as underlying causes. He emphasized that complaint-handling systems must deliver timely and substantive outcomes, noting that procedural responses without resolution risk undermining public confidence and generating further grievances.

To Commemorate its 26th Anniversary, the Indonesian Ombudsman Launches Two Books Documenting its Track Record of Public Service Oversight.

In commemoration of its 26th anniversary, the Indonesian Ombudsman held a peak event marked by the launch of two books titled "25 Years of the Indonesian Ombudsman" and "Traces of Supervisory Steps in Pandemic Mitigation and Efficiency".

Outgoing Chairman, Hon’ble Mokhammad Najih stated that the publication of the two books serves to document the Ombudsman’s institutional journey and achievements, particularly in overseeing public services, while providing a reference for future development. He noted that one of the volumes focuses on the 2021–2026 period, highlighting



oversight efforts during the pandemic and subsequent efficiency challenges, with lessons drawn from these experiences. Mr. Najih added that each leadership period brings distinct priorities, making such documentation relevant for shaping the institution’s future direction and strengthening its mandate. The publications also present institutional practices and oversight experience as reference material, with one volume tracing 25 years of the Ombudsman’s development and the other examining its role in maintaining service oversight under constrained conditions.



FEDERAL TAX OMBUDSMAN OF PAKISTAN

Secretary General OICOA and Federal Tax Ombudsman of Pakistan Hon’ble Zafar Hijazi Receives Newly Appointed Federal Ombudsman of Pakistan , Hon’ble Kamran Baloch, at the OIC Ombudsman Association Secretariat



The Honorable Federal Ombudsman of Pakistan, Mr. Naveed Kamran Baloch, who also serves as President of the Asian Ombudsman Association, paid a courtesy call on the Honorable Federal Tax Ombudsman of Pakistan and Secretary General OICOA, Hon’ble Mr. Zafar Hijazi. The meeting brought together the leadership of two key oversight institutions within Pakistan’s ombudsman framework.

The interaction provided an opportunity to exchange views on institutional practices, with particular reference to complaint resolution mechanisms and administrative oversight within their respective mandates. Discussions also addressed the evolving role of ombudsman institutions in ensuring accountability and improving public service delivery.

Both sides also considered the importance of engagement within regional and international ombudsman platforms, including OICOA, in facilitating the exchange of experience and reinforcing professional standards. The meeting was also attended by Executive Secretary OICOA and Head of Diplomatic Grievances Redressal Cell of Federal Tax Ombudsman, Mr. Almas Ali Jovindah. At the conclusion of the meeting, Mr. Zafar Hijazi presented a commemorative shield to Mr. Naveed Kamran Baloch.

Federal Tax Ombudsman of Pakistan Warns FBR Against Inaction, Calls Administrative Silence a Threat to Pakistan’s Taxation System Credibility

The Federal Tax Ombudsman of Pakistan (an OICOA Board Member Institution) has directed the Federal Board of Revenue (FBR) to address delays in decision-making, stating that continued administrative silence on statutory matters is not acceptable as it undermines enforcement and affects the credibility of the tax system. The direction was issued in the context of a review petition filed by a taxpayer.

In its order, the Federal Tax Ombudsman instructed that the concerned Commissioner decide the pending application through a reasoned and legally grounded order, following proper scrutiny and verification of withholding tax claims. The directive emphasized that decisions must be taken in accordance with law to prevent the issuance of unlawful refunds and to avoid situations where procedural gaps may be exploited.

Federal Tax Ombudsman further called for clear instructions to all field formations to ensure that statutory applications are processed within prescribed timelines. It noted that failure to act on such matters creates scope for misuse of procedural provisions and reflects negatively on administrative discipline within the Department. The Tax Ombudsman also underlined the need to fix responsibility for such lapses through administrative measures, with a view to ensuring that statutory functions are carried out with due diligence across the FBR.



Federal Tax Ombudsman of Pakistan Bars Cash Recovery of Super Tax Where Refunds Are Pending, Terms Practice Coercive



In its ruling affecting tax administration, the Federal Tax Ombudsman (FTO) has directed the Federal Board of Revenue (FBR) to ensure that recovery of Super Tax is undertaken only after adjustment of pending refund claims. The Ombudsman held that insisting on cash recovery in the presence of refundable amounts constitutes coercion and amounts to maladministration. The directive was issued in a case arising from a complaint filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000, concerning the non-issuance of an income tax refund amounting to Rs. 4.506 million for Tax Year 2024.

The complainant had duly filed the return and submitted a refund application in August 2025, followed by reminders; however, the application remained undecided beyond the statutory timeframe prescribed under the Income Tax Ordinance, 2001. During proceedings, it emerged that the department had created a Super Tax demand of Rs. 1.548 million for the same tax year, while simultaneously delaying the refund. The taxpayer requested adjustment of the refund against the demand, but the department maintained a practice of insisting on cash recovery. The departmental representative acknowledged this approach but was unable to provide a legal basis for it. The Ombudsman observed that such insistence, despite the availability of a refund claim, amounted to arbitrary conduct and placed an undue burden on the taxpayer.

The FTO directed the FBR to issue instructions to all field formations to ensure compliance, and instructed the Commissioner Inland Revenue, Refund Zone, RTO Faisalabad, to decide the pending refund application in accordance with law after hearing the taxpayer, with compliance to be reported within 45 days.



OIC OMBUDSMAN ASSOCIATION SECRETARIAT

OICOA Secretariat Holds a Training Session on ‘Role of Ombudsman in Legislative Reform’ in Collaboration with Mediator of the Kingdom of Morocco

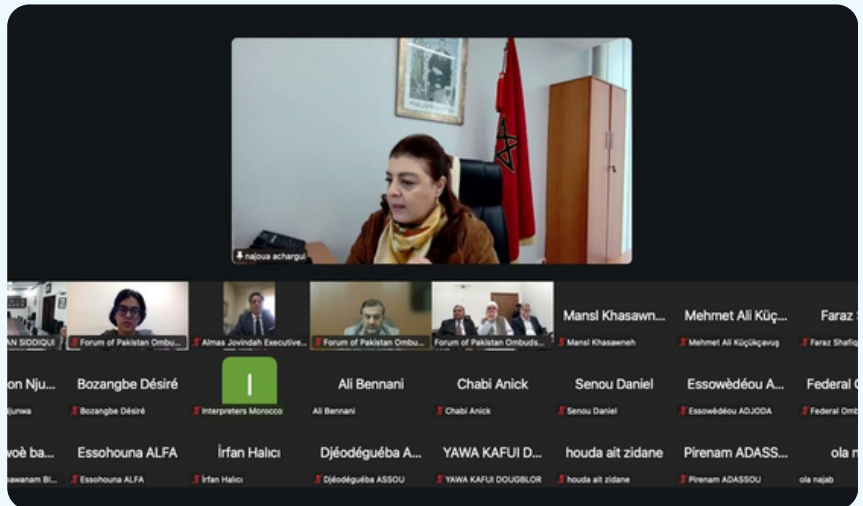
The OIC Ombudsman Association (OICOA) Secretariat, in collaboration with the Mediator of the Kingdom of Morocco, organized a dedicated online training session on “Role of Ombudsman in Legislative Reform.” Delivered by Ms. Najoua Achargui (Head of Studies and Reports Unit), the session brought together around 50 participants from OICOA member institutions and focused on the institutional pathways through which ombudsman offices contribute to legislative and policy development.

At the outset, Ms. Achargui situated the discussion within the changing nature of public administration, noting that decision-making increasingly requires alignment with citizens’ expectations and operational realities. In this context, she emphasized that ombudsman institutions, through their daily engagement with complaints, hold a unique repository of empirical data. This data, when systematically processed, enables institutions to identify patterns of maladministration, legislative shortcomings, and inconsistencies in regulatory application. The presentation underscored that the value of this function lies not in the volume of complaints handled, but in the ability to transform field observations into structured institutional knowledge capable of informing reform.

A substantial portion of the session examined the legal framework governing this role in Morocco, with particular focus on Articles 23 and 42. Article 23 was presented as a central provision defining the Mediator’s intervention in legislative reform. It authorizes the institution, where strict application of a legal provision results in inequity or harm, to propose corrective measures to the Head of Government and, where necessary, recommend amendments to the law itself.

Importantly, the obligation to notify the Presidents of both Houses of Parliament establishes a formal channel through which insights derived from complaints enter the legislative domain. This mechanism ensures that legislative authorities are informed by practical evidence arising from administrative realities, rather than abstract policy considerations alone.

The significance of Article 23 lies in its recognition that legal validity does not necessarily equate to fairness in application. By granting the Mediator



discretionary authority grounded in investigation and inquiry, the provision introduces a human and practical dimension into legislative evaluation. It enables the institution to assess not only whether a rule is lawful, but whether its effects are just, thereby bridging the gap between normative legality and administrative equity. Through this mechanism, individual complaints become entry points for broader structural reform.

Article 42 complements this function by establishing the Mediator’s authority to submit special reports to the Head of Government. These reports contain proposals aimed at improving administrative performance, enhancing transparency, and ensuring adherence to human rights principles in public administration. The provision also allows the Mediator to recommend measures to prevent disputes between administration and service users, introducing a forward-looking, preventive dimension to its mandate. In practice, this shifts the institution’s role from reactive dispute resolution to proactive governance engagement, where recurring issues identified through complaints inform systemic reform proposals.

The session further detailed the methodology through which complaint data is transformed into legislative input. The Mediator of Morocco employs a cumulative and structured approach, compiling data from individual and collective complaints, investigation findings, and ongoing engagement with administrative bodies. This data is analysed using both qualitative and quantitative methods to identify recurring patterns, areas of legal ambiguity, procedural complexity, and institutional coordination gaps. The diagnostic phase is followed by the formulation of recommendations, which may include legislative amendments, regulatory adjustments, procedural simplification, and improvements in service delivery mechanisms. These proposals are formally communicated through institutional channels, including annual reports submitted to His Majesty the King and executive summaries presented to Parliament. Additionally, targeted proposals are addressed to the Head of Government and the leadership of both Houses of Parliament. This multi-tiered reporting structure ensures that findings derived from complaint handling are systematically integrated into policy and legislative processes. It also provides a framework for accountability, as recommendations are subject to public and institutional scrutiny.

Cooperation with Parliament was highlighted as a key component of this framework. The Mediator maintains regular interaction with legislative bodies, not only through the submission of reports but also by communicating proposals for amending outdated or inequitable legal provisions. The institution may also provide opinions on draft laws when requested, enabling legislators to benefit from insights grounded in administrative practice. This relationship reinforces the role of the Mediator as a bridge between citizens’ experiences and legislative decision-making. The presentation also addressed cooperation with other governance bodies, including national councils concerned with human rights, judicial oversight, and socio-economic policy. Through such engagement, the Mediator contributes to a coordinated governance approach, ensuring that recommendations are aligned with broader institutional frameworks. Internal provisions further support this integration by allowing special reports to serve as a basis for joint work with other oversight and governance institutions.

In her concluding remarks, Ms. Najoua Achargui reiterated that the ombudsman institution of Morocco's contribution to legislative reform lies in its ability to convert complaint-based evidence into actionable policy input. By linking field data with institutional analysis, the Mediator supports the development of legislation that is responsive to administrative realities and aligned with the needs of service users.

In his closing remarks, Mr. Almas Jovindah, Executive Secretary of OICOA, noted that the session provided a practical framework for member institutions to better utilize complaint data in legislative and policy processes.



He emphasized that the experience shared by the Mediator of Morocco offers clear guidance on how findings from investigations can be structured and communicated to inform decision-making at the level of Parliament and government. He also highlighted the relevance of the session at a time when many institutions are preparing their annual reports, underscoring the need to move from documentation to policy influence. The session concluded with appreciation for the Mediator of Morocco for delivering the training, and e-certificates were distributed to participants in recognition of their participation. This OICOA Training Session also received an exclusive participation from the Officers of Tax Ombudsman Service of Tanzania.



Hon'ble Ayesha Hamid

Pakistan's First Female Provincial Ombudsman of Punjab

Ms. Ayesha Hamid was sworn in as the 9th Ombudsman for the Province of Punjab on October 9th 2024, making history as the first woman to hold this prestigious office. A distinguished legal professional, she brings extensive experience in constitutional, civil, banking, environmental, and arbitration law, with a career spanning both public and private sectors. She holds a B.Sc. in Economics from the London School of Economics and a law degree from the University of the Punjab (1996). She became an Advocate of the High Court in 2008 and of the Supreme Court of Pakistan in 2016. Before her appointment, she headed one of Pakistan's leading law firms, Hamid Law Associates, and has been actively involved in landmark constitutional litigation. She is a member of several prestigious bar associations, including the Supreme Court Bar Association and Lahore High Court Bar Association.

Since assuming office, Ms. Hamid has led a transformative phase at the Office of the Ombudsman Punjab. In 2025 alone, the institution processed 73,718 complaints, including 70,086 new cases, reflecting enhanced public trust and accessibility. Despite this high volume, 51,464 complaints were resolved, while the remaining are under process. Her leadership resulted in monetary relief of Rs. 2,333.31 million for citizens and the recovery of 33,017 Kanals of state land, valued at approximately Rs. 2,937.04 million, reinforcing accountability and the rule of law. A key milestone under her leadership was the achievement of ISO 9001:2015 certification for the Complaint Management Information System (CMIS), ensuring adherence to international standards in quality, transparency, and efficiency. She has also expanded outreach through the Awami Khidmat Mobile Van Programme, deploying five mobile vans to serve remote areas, alongside extensive awareness campaigns across universities, districts, and chambers of commerce.

Ms. Hamid has prioritized capacity building, introducing targeted training programmes for field officers to enhance legal drafting, order writing, and effective use of CMIS, thereby strengthening institutional performance and consistency.



On the international front, her leadership has significantly elevated Pakistan's presence in the global ombudsman community. Pakistan hosted the IOI Asian Regional Meeting and International Conference in Lahore (2025) for the first time, gaining international recognition. She also achieved historic milestones by becoming the first Pakistani woman elected as Regional Director (Asia) of the International Ombudsman Institute (IOI) in July 2025, followed by her election as Second Vice-President of the IOI Executive Committee in August 2025, eventually becoming First Vice President of the said Committee—another first for both Pakistan and the Asian region.

Beyond her professional achievements, Ms. Hamid is deeply committed to public welfare and has actively supported pro bono initiatives and social organizations. Her visionary leadership continues to strengthen institutional accountability, enhance citizen-centric service delivery, and position Pakistan as a leading voice in the global ombudsman fraternity.



INSPECTORATE GENERAL OF UGANDA



Justice Aisha Batala Opens EAAACA-UNODC Training, Stresses Role of Financial Investigations in Combating Corruption

The Inspector General of Government of Uganda, OICOA Member, and President of the Eastern Africa Association of Anti-Corruption Authorities (EAAACA), Hon'ble Justice Naluzze Aisha Batala, opened a five-day advanced training on financial investigations and virtual assets in Kampala. The programme, organized by EAAACA in collaboration with the United Nations Office on Drugs and Crime (UNODC), brought together participants from anti-corruption agencies across the region.

In her opening remarks, Lady Justice Naluzze underscored the central role of financial investigations in detecting complex crime, dismantling illicit networks, and recovering stolen assets. She pointed to the increasing sophistication of financial crimes and the need for investigative approaches that combine financial analysis, digital tools, and cross-border coordination.

In her opening remarks, Justice Aisha Batala underscored the central role of financial investigations in detecting complex crime, dismantling illicit networks, and recovering stolen assets. She pointed to the increasing sophistication of financial crimes and the need for investigative approaches that combine financial analysis, digital tools, and cross-border coordination. She also emphasized the importance of coordinated action among investigators, prosecutors, regulators, and the judiciary, noting that effective enforcement depends on institutional collaboration. She also reiterated EAAACA's commitment to supporting member states in strengthening technology-driven anti-corruption frameworks and encouraged participants to apply the knowledge gained in their respective jurisdictions.

IGG Uganda Reports Recovery of Shs2.4 Billion, Highlights Surge in Anti-Corruption Enforcement

The Inspectorate of Government of Uganda has reported the recovery of more than Shs2.4 billion in misappropriated public funds and the conclusion of 308 corruption cases over the past six months. Inspector General of Government and OICOA Member, Hon'ble Justice Aisha Batala Naluzze, disclosed these figures while addressing the media in Kampala, outlining recent enforcement outcomes and institutional activity.

According to the IGG, the Inspectorate registered 1,516 complaints during the reporting period, of which 1,151 cases were sanctioned, representing approximately 75 percent. In addition to corruption-related investigations, 330 Ombudsman matters were handled, including 14 high-profile cases. Justice Naluzze noted that the institution recovered Shs2,021,869,076 between June and December, with an additional Shs2 million recovered in early 2026, bringing the total to over Shs2.4 billion. The Inspectorate also secured Shs844,122,884 for public officials who had experienced delays or denial of salaries, gratuities, and pension payments



Of the 1,392 recommendations issued, 378 were implemented within the six-month period. Since assuming office, Justice Naluzze indicated that the Inspectorate has undertaken eight systemic investigations and seven systems reviews aimed at identifying structural weaknesses in public institutions. Further enforcement activity included the conclusion of 246 breach-of-code investigations and 4,927 verification exercises. The Inspectorate also generated 27 corruption cases through intelligence-led operations, marking a shift toward proactive investigation methods.



MEDIATOR OF IVORY COAST



Mediator of Ivory Coast Participates in AOMA Training on Governance and Sustainable Development in Durban

The Institution of the Mediator of Côte d’Ivoire took part in a regional training session held in Durban, South Africa, from 24 to 26 March 2026, bringing together African ombudsmen and their staff under the framework of the African Ombudsman and Mediators Association (AOMA).

The training focused on the theme “Using the Powers of the Ombudsman to Strengthen Governance and Advance the Sustainable Development Goals (SDGs).” It addressed the role of ombudsman institutions in promoting accountability, improving administrative practices, and contributing to governance frameworks aligned with development priorities.

The session formed part of the reactivation of the African Ombudsman Research Centre (AORC), based at the University of KwaZulu-Natal, which had faced operational disruptions in recent years due to the COVID-19 pandemic. Discussions during the training examined institutional tools and approaches available to ombudsman offices in supporting governance reforms and advancing the SDGs.

Meetings of the AOMA Executive Committee and Board of Directors were also held. The Durban sessions brought together more than 167 participants from 34 mediation institutions across Africa. The Mediator of Ivory Coast (an OICOA Member Institution) was represented by Mr. Koné Tanguy Dimitri, Director of Legal Affairs and Complaints, and Ms. N’Gbesso Prisca épouse Miezan, Director of External Relations.

Mediator of Ivory Coast and OSEP Explore Joint Approach to Handling Public Service Complaints in Dimbokro Region

An exchange meeting was held on 10th March 2026 at the Dimbokro delegation of the Mediator of the Republic of Ivory Coast, bringing together representatives of the institution and members of the Regional Directorate of the Observatory of Public Service (OSEP).

During the meeting, OSEP representatives presented the background to the establishment of the Observatory, outlining its mandate, institutional framework, and guiding principles. They detailed its operational approach, including mechanisms for receiving user complaints and the procedures followed in examining issues related to public service delivery.

Members of the Mediator’s delegation, in turn, provided an overview of the institution’s mandate, structure, and functioning. They recalled its role in facilitating mediation between the administration and citizens, with a focus on resolving disputes and addressing deficiencies in public service delivery. The discussion also addressed areas of potential coordination between the two institutions, particularly in relation to the identification, transmission, and handling of user complaints, as well as the exchange of information relevant to improving administrative practices.





OMBUDSMAN OF MOZAMBIQUE

Hon'ble Isaque Chande Launches his Debut Book on Generation Shaped by Mozambique's Liberation Era

“Memories of an Octomarchist,” the debut literary work of Isaque Chande, Ombudsman of Justice, was launched on 26th March, at the auditorium of the new building of Television of Mozambique (TVM). The publication marks a personal and historical reflection on a formative period in Mozambique's national trajectory.

In this book, Mr. Chande reconstructs the trajectory of a generation shaped within the environment of the March 8 Center, described as a space that combined elements of education, discipline, and ideological formation. Through a blend of personal recollections and collective memory, the book revisits experiences that contributed to shaping youth during the late colonial period and the early years following independence.



The narrative draws on references to figures and practices associated with the time, including colonial-era structures such as cabos-terras and sipaios, as well as formative experiences like chotokulia, understood as a rite of passage and ideological initiation among the youth of the Center. These elements are presented as part of a broader account of the social and political context in which this generation evolved. The book offers a reflective account of a period marked by aspiration and transformation, focusing on the role of youth in shaping the national project. Written in a measured and evocative style, it situates individual memory within the wider historical processes of liberation and post-independence Mozambique.

Ombudsman of Mozambique and MBC TV Explore Partnership to Expand Public Awareness of Citizens' Rights

Ombudsman of Mozambique and OICOA Member, Hon'ble Mr. Isaque Chande, held a meeting on 23rd March 2026 with a delegation from Mozambique Broadcasting Company TV (MBC TV) to examine prospects for institutional cooperation aimed at strengthening public awareness of citizens' rights.

The discussions focused on the possibility of establishing a structured partnership to support wider dissemination of the Office's mandate and activities. The initiative comes against the backdrop of continued challenges in access to justice, with both sides considering the role of media in improving public understanding of available redress mechanisms.



During the meeting, which was attended by MBC TV's Executive and Editorial Manager, Mr. José Belmiro, attention was given to the potential inclusion of dedicated content on the Office of the Provedor de Justiça within the broadcaster's programming. The proposal includes the development of segments and programmes designed to inform citizens about complaint procedures, institutional functions, and avenues for seeking administrative redress. Mr. Chande noted that broader access to information on the institution's work could contribute to increased use of its services and support the exercise of citizens' rights. He referred to the importance of ensuring that individuals are aware of available mechanisms for protection and recourse within the framework of public administration. For his part, Mr. Belmiro expressed readiness to pursue cooperation, indicating that MBC TV's editorial direction includes coverage of legal and governance-related issues. Both sides agreed that technical teams would engage in follow-up discussions to define modalities of cooperation, with a view to formalizing the arrangement through a memorandum of understanding.



ADMINISTRATIVE CONTROL AUTHORITY OF LIBYA

Hon'ble Abdullah Qaderbough Chairs High-Level Meeting on Libya's Anti-Corruption Strategy Implementation

A high-level meeting was held at the Corinthia Hotel in Tripoli to discuss the implementation, monitoring, evaluation, and reporting framework of Libya's National Strategy for Performance Monitoring, Combating and Prevention of Corruption (2025–2030). The session was opened by Hon'ble Mr. Abdullah Qaderbough (Chairman of the Administrative Control Authority and OICOA Member), in the presence of senior national and international stakeholders.

The meeting brought together Mr. Ibrahim Abdul Karim Ibrahim Ali, Chairman of the High Committee for Supervision of the Strategy, Ms. Mona Salem, Regional Coordinator of the United Nations Office on Drugs and Crime (UNODC) for the Middle East and North Africa, and Mr. Sturgios Trajodas, Director of the Economic Development, Private Sector and Trade Programme at the European Union Mission in Libya. Representatives from the Administrative Control Authority, the High Committee overseeing the strategy, international partners, and technical experts also participated.



Participants reviewed the key components of the national strategy, which aims to strengthen integrity and transparency within public institutions and develop effective performance monitoring tools to address corruption risks. Discussions focused on operational aspects of implementation, including defining executive actions, establishing performance indicators, setting timelines, and introducing structured mechanisms for periodic monitoring and evaluation. The meeting also examined approaches to aligning national efforts with regional and international practices, with emphasis on coordination among relevant institutions and the development of practical frameworks for reporting and oversight. Particular attention was given to ensuring that implementation mechanisms are measurable and adaptable to institutional needs.

The meeting included an exchange on coordination between national institutions and international partners, alongside references to comparable practices in other jurisdictions. The session formed part of the second phase of an EU-funded programme implemented with UNODC and the High Committee supervising the strategy, focusing on institutional capacity in addressing corruption and financial crimes.



Hon'ble Abdullah Qaderbouh Participates in OECD Global Forum on Anti-Corruption and Integrity in Paris

The Chairman of Libya's Administrative Control Authority, Mr. Abdullah Qaderbouh, and an accompanying delegation took part in the 2026 Global Forum on Anti-Corruption and Integrity held in Paris. The event was organized by the Organisation for Economic Co-operation and Development (OECD) and brought together government representatives, oversight bodies, civil society organizations, and researchers from across multiple jurisdictions.

The forum programme included a series of parallel sessions addressing key areas related to integrity and anti-corruption frameworks. Discussions covered corruption risk management, standards of business integrity, accountability mechanisms, and the development of indicators for measuring integrity. Additional sessions examined financial fraud, the use of artificial intelligence in oversight processes, and selected international practices in strengthening transparency within public institutions. Participants also reviewed approaches to monitoring public expenditure and addressing economic and financial crimes. The sessions provided a platform for technical exchange on policy tools, regulatory practices, and institutional coordination across sectors.



Administrative Control Authority of Libya Participates in Global Anti-Fraud Summit in Vienna



A delegation from Libya's Administrative Control Authority took part in the 2026 Global Anti-Fraud Summit held in Vienna, Austria. The event was organized by the United Nations Office on Drugs and Crime (UNODC) in cooperation with the International Criminal Police Organization (INTERPOL), with participation from governments, international organizations, and private sector entities.

The summit was opened by Mr. John Brandolino, Acting Executive Director of UNODC, and Mr. Valdecy Urquiza, Secretary General of INTERPOL. Both officials highlighted the rapid growth of fraud as a form of organized crime and its impact on national economies and public trust. Over two days, discussions focused on cross-border fraud, particularly in the context of expanding digital technologies. Sessions examined coordination between oversight bodies, law enforcement agencies, financial institutions, and technology companies, as criminal networks increasingly rely on digital platforms to generate illicit financial gains.

The participation of the Administrative Control Authority was linked to its oversight mandate, particularly in areas related to financial crimes, money laundering, and asset recovery. The summit provided an opportunity to review international practices in addressing fraud and financial offences, as well as approaches to tracking illicit financial flows. The discussions also addressed the evolving nature of fraud, noting its shift from isolated incidents to organized networks operating across jurisdictions and using advanced technological tools to conceal identities and financial transactions. These developments were examined in relation to their implications for regulatory systems and financial oversight.



OMBUDSMAN OF GAMBIA

Ombudsman of Gambia (Regional Office) Holds Community Dialogue to Improve Access to Complaint Mechanisms in LRR

The Regional Office of the Ombudsman of Gambia in the Lower River Region (LRR) took part in the First Quarter 2025 Technical Advisory Committee (TAC) presentation and convened an interface session with representatives of community groups on 1 and 2 April 2026. The engagement formed part of ongoing efforts to strengthen institutional presence at the regional level and improve access to complaint-handling mechanisms.

During the session, the head of the Regional Office outlined the mandate and functions of the Ombudsman, presenting an overview of activities undertaken in the region. The presentation addressed operational areas such as complaint resolution, outreach initiatives, and institutional challenges, including limited public awareness and barriers to access in rural communities.



Participants from various community groups engaged in the discussion, raising concerns related to public service delivery and administrative conduct. The exchange provided a platform for clarifying procedures for lodging complaints and for explaining the processes through which grievances are examined and addressed by the Ombudsman's Office. The interaction also served to gather stakeholder perspectives on local administrative issues, with a view to informing future engagement strategies. Community representatives indicated their willingness to support the work of the Ombudsman, particularly through awareness-raising and facilitating access to the institution's services at the grassroots level.



MEDIATOR OF BENIN



Hon'ble Pascal Essou Receives Religious Leaders, Discusses Grievances of Vodun Community

The Mediator of the Republic of Benin and OICOA Member, Hon'ble Pascal Essou, received a delegation from the Framework for Consultation of Religious Denominations at his office in Porto-Novo. The delegation was led by His Majesty Balogoun Couchoro Hounnassin, President of the National Executive Bureau of the National Community of Vodun Worship of Benin (CNCVB) and Acting President of the interfaith consultation framework.

During the meeting, the delegation conveyed its appreciation for the work undertaken by the Mediator's Office, describing it as an important institution for addressing disputes between citizens and public administration. His Majesty Balogoun Couchoro Hounnassin expressed the support of both the Vodun community and the interfaith platform, and offered his encouragement for the continuation of the Mediator of Benin's mandate.

The delegation also submitted a number of concerns, primarily related to the functioning and well-being of the National Vodun Community of Benin. These issues were discussed in detail, with attention given to the challenges faced by the association and possible avenues for addressing them through institutional channels. Matters concerning the Framework for Consultation of Religious Denominations were likewise raised during the exchange. At the conclusion of the meeting, the delegation noted the openness of the Ombudsman to engage on the issues presented. Mr. Essou indicated that the Office would examine the concerns raised and consider appropriate measures within its mandate to facilitate their resolution.



MEDIATOR OF TUNISIA

Secretary General of the Mediator of Tunisia Conducts Site Inspection of Kelibia El Beida Resort Project to Address Outstanding Issues

As part of ongoing oversight of the “Kelibia El Beida” tourist resort project in the Kelibia delegation of Nabeul Governorate, the Ombudsman of Tunisia’s Office carried out a site visit on 31st March 2026 to assess progress and examine pending technical and administrative issues affecting completion.

The inspection was led by Hon’ble Ms. Najat Gharbi, Secretary General of the Ombudsman’s Office, accompanied by Mr. Ali Bouali, in charge of economic and financial rights. Representatives from the Kelibia Municipality, the regional delegation, and key public service providers, including STEG, SONEDE, ONAS, and Tunisie Telecom, also participated, alongside representatives of the project developer.



Discussions during the visit focused on specific operational matters, including the finalization of acceptance procedures for Unit U4, the approval process for subdivision in Unit U6, and the status of supplementary works within the resort. The technical condition of various components of the project was reviewed, with stakeholders providing updates on implementation progress and identifying constraints affecting delivery timelines. The visit also involved the collection of data related to existing challenges, including their administrative and technical dimensions, as well as their impact on project completion and the allocation of plots to beneficiaries. The inspection formed part of the Ombudsman’s mandate to facilitate resolution of disputes and administrative bottlenecks through direct engagement with relevant authorities.

Following the visit, the Ombudsman’s Office is expected to convene a conciliation meeting bringing together all concerned parties. The objective will be to address outstanding issues and agree on practical solutions to enable the project to proceed under established regulatory frameworks while minimizing delays.





INTEGRITY & ANTI-CORRUPTION COMMISSION OF THE KINGDOM OF JORDAN

Hon'ble Mr. Hazem Al-Majali Appointed as Chairman of the Integrity and Anti-Corruption Commission of the Kingdom of Jordan

By Royal Decree of the Hashemite Kingdom of Jordan, Hon'ble Mr. Hazem Abdulsalam Abbas Al-Majali has been appointed as the Chairman of Integrity and Anti-Corruption Commission of Jordan for the remainder of the current term.

A legal professional by background, Mr. Al-Majali has held senior positions in the judicial system, including roles within the military judiciary and the State Security Court. Mr. Al-Majali has been serving as a member of the Jordanian Integrity Commission's Board, where he contributed to its oversight functions and deliberations on corruption cases and institutional policies. His appointment to the chairmanship places him in a position to lead the Commission's work more directly, building on his prior involvement in its operations and decision-making processes. In his new capacity, he will be guiding the Commission's ongoing efforts in handling corruption-related matters, strengthening compliance frameworks, and maintaining institutional coordination across public sector bodies.



Jordanian Integrity & Anti-Corruption Commission signs an MoU with Securities Commission of Jordan to Combat Financial Corruption



Outgoing Chairman of the Jordanian Integrity and Anti-Corruption Commission and OICOA Member, Hon'ble Dr. Muhannad Hijazi, signed a memorandum of understanding with Chairman of the Jordanian Securities Commission, Mr. Emad Abu Haltam, to enhance cooperation in combating corruption and reinforcing integrity standards within the financial sector.

The agreement provides a framework for coordination between the two institutions in addressing corruption-related offences of an economic and financial nature. It includes cooperation on the exchange of information, particularly in areas such as financial disclosures, licensing of companies, and data relevant to corruption investigations. The memorandum also covers joint efforts in promoting compliance with national integrity standards in public shareholding companies, as well as technical collaboration and capacity-building initiatives.

Dr. Hijazi stated that combating corruption requires coordinated national action, noting that the agreement formalizes existing cooperation between the two entities. He referred to the increasing complexity of corruption offences, particularly in the digital environment, where financial transactions and virtual assets present new challenges for oversight and enforcement. He added that the use of digital evidence has become an integral part of investigations conducted by the Commission. Chairman of the Securities Commission, Mr. Abu Haltam noted that the agreement strengthens institutional coordination in a financial environment characterized by increased economic activity and investment flows. He referred to the need for preventive measures to address risks associated with misuse of financial information and market manipulation. He also indicated that the Securities Commission is advancing regulatory measures, including oversight mechanisms related to virtual assets and cybersecurity, to address risks linked to money laundering and financial crimes. The memorandum includes provisions for joint training, exchange of expertise, and technical cooperation, including the use of digital tools and forensic capabilities. It also outlines mechanisms for ongoing coordination between the two institutions in addressing corruption risks within the financial sector.

OMBUDSMAN OF THE TURKISH REPUBLIC OF NORTHERN CYPRUS

Hon'ble Ms. İlkan Varol Submits Semi-Annual Report to TRNC Parliament Speaker

The High Administrative Ombudsman of the Turkish Republic of Northern Cyprus (TRNC) and OICOA Member, Ms. İlkan Varol, submitted the July–December 2025 (second half-year) report to the Speaker of Parliament, Mr. Ziya Öztürkler, in accordance with Article 16(1) of the Ombudsman Law No. 38/1996.

During the meeting, Ms. Varol outlined the constitutional role of the Ombudsman as an independent and impartial institution mandated to examine complaints filed by individuals who consider themselves aggrieved by administrative actions. She noted that the institution derives its authority directly from the Constitution and operates as a mechanism for oversight of public administration. Providing an overview of the reporting period, Ms. Varol stated that 10 investigation reports were completed and published between July and December 2025. During the same period, the Office received 17 complaints, while 4 complaints were withdrawn after the administration rectified the contested actions in favor of the complainants. Additionally, 26 individuals were assisted through legal guidance or administrative facilitation in cases falling outside the Ombudsman's jurisdiction. She further noted that two complaints were formally referred to the relevant authorities under Article 13 of the Ombudsman Law.



Speaker of the TRNC Parliament, Mr. Ziya Öztürkler commended Ms. Varol for the work carried out by the Ombudsman's Office, noting the institution's role in addressing citizens' grievances and ensuring administrative accountability. He expressed appreciation for the submission of the report and acknowledged the Office's continued contribution to the effective functioning of public administration.

FEDERAL OMBUDSMAN (WAFAQI MOHTASIB) OF PAKISTAN

Hon'ble Mr. Naveed Kamran Baloch Calls on the Senate Chairman Yousaf Raza Gilani in Islamabad



The Federal Ombudsman of Pakistan and President of the Asian Ombudsman Association, Hon'ble Mr. Naveed Kamran Baloch, called on the Chairman of the Senate, Hon'ble Syed Yousaf Raza Gilani, at the Parliament House in Islamabad.

The meeting provided an opportunity for an exchange of views on issues related to public grievance redress mechanisms and the role of oversight institutions in Pakistan for ensuring administrative accountability. Discussions also covered the importance of institutional coordination in strengthening oversight and ensuring responsiveness in public service delivery. Reference was made to the need for continued engagement between oversight bodies and parliamentary institutions in matters relating to governance.

Chairman Senate Syed Yousaf Raza Gilani acknowledged the role of the Ombudsman in providing an accessible forum for citizens and noted the importance of timely redress in maintaining public confidence in state institutions. He expressed support for the institution's mandate and its continued efforts in addressing public grievances. He also appreciated Mr. Baloch's role at the Asian Ombudsman Association as its President, while noting the Association's role in advancing regional cooperation and exchange of best institutional practices from across the Asian region.

Federal Ombudsman of Pakistan and Asian Ombudsman Association President, Hon'ble Naveed Kamran Baloch, Holds a Meeting with Governor of Sindh, H.E. Murad Ali Shah

Sindh Chief Minister Syed Murad Ali Shah met Federal Ombudsman of Pakistan and OICOA Member Hon'ble Naveed Kamran Baloch at the Chief Minister House in Karachi, to discuss strengthening public grievance redress mechanisms and enhancing institutional coordination between the Federal Ombudsman's office and Sindh government. The Chief Minister congratulated Naveed Kamran Baloch on assuming the office of Federal Ombudsman and expressed confidence in his ability to improve service delivery and accountability in federal institutions. In response, the ombudsman thanked the Chief Minister for attending his oath-taking ceremony and appreciated the provincial government's support.



Murad Ali Shah described Mr. Kamran Baloch as an experienced and capable former bureaucrat, and termed his appointment a positive step towards ensuring effective redress of public complaints. He emphasised the need for expanding the outreach of the ombudsman's office in Sindh by establishing more regional and sub-regional offices to facilitate citizens at the grassroots level. The Chief Minister assured full cooperation of the Sindh government with the Federal Ombudsman and announced that the provincial government would link its official portal with the ombudsman's complaint management system. He noted that such integration would

enhance public awareness and provide citizens with easier access to complaint registration and tracking mechanisms. Mr. Shah stated that the Sindh government would appoint a focal person to coordinate with the ombudsman's office regarding complaints against federal institutions, ensuring timely resolution of issues faced by the public. He stressed that the citizens' grievances related to federal departments should be addressed on a priority basis through the ombudsman's platform.

Briefing the Chief Minister, Mr. Baloch said the Federal Ombudsman's office currently addressed complaints against around 660 federal ministries, departments and their subordinate organisations. He added that the institution provided relief to citizens within 60 days, ensuring swift and free-of-cost justice. He highlighted that a significant number of public complaints pertained to electricity distribution companies, Employees' Old-Age Benefits Institution (EOBI), passport offices, National Database & Registration Authority, and other federal agencies. The Federal Ombudsman reiterated that his office played a key role in guiding citizens and facilitating the resolution of their issues without any fee. Both sides agreed to enhance cooperation and coordination to ensure efficient service delivery and improved access to justice for the people of Sindh.

Federal Ombudsman of Pakistan Called on the Chief Legal Consultant to the President of Pakistan, Hon'ble Justice Retd. Irfan Qadir



The Federal Ombudsman of Pakistan, President of the Asian Ombudsman Association and OICOA Member, Hon'ble Mr. Naveed Kamran Baloch, met with the Chief Legal Consultant to the President of Pakistan, Hon'ble Justice (R) Irfan Qadir, at the Legal Wing of the Presidential Secretariat in Islamabad.

The meeting focused on institutional coordination between the Office of the Federal Ombudsman and the Legal Wing, particularly in the context of representations filed before the President against decisions of federal ombudsman institutions. Both sides discussed the importance of maintaining coherence in the handling of such matters to ensure consistency, transparency, and legal soundness. Justice (R) Irfan Qadir congratulated Mr. Baloch on his appointment as Federal Ombudsman of Pakistan and expressed confidence in his leadership. He noted the importance of the Ombudsman's role within the constitutional framework and acknowledged contributions of Federal Ombudsman to administrative accountability and citizen grievance redress.

The matter was also discussed in the context of regional and international ombudsman platforms, including the OIC Ombudsman Association, the Asian Ombudsman Association, and the Forum of Pakistan Ombudsman. Both sides noted that engagements with visiting delegations at the Presidential Secretariat have provided useful exposure to comparative practices in grievance redress and administrative oversight. Such interactions were viewed as contributing to a broader understanding of institutional approaches across jurisdictions and supporting cooperation on matters of mutual interest.



FEDERAL OMBUDSPERSON FOR PROTECTION AGAINST HARASSMENT



Hon'ble Fauzia Viqar Highlights Gaps in Women's Economic Inclusion at Pakistan Governance Forum 2026

At the Pakistan Governance Forum 2026, Pakistan's Federal Ombudsperson for Protection Against Harassment and OICOA Member, Hon'ble Ms. Fauzia Viqar raised critical concerns regarding the measurement and understanding of women's economic participation in Pakistan. She questioned whether limiting assessment to the formal sector presents an incomplete picture of progress, noting that such an approach overlooks a significant portion of women's economic activity.

Ms. Viqar pointed out that data drawn primarily from the formal sector reflects only a partial reality, while the informal economy, where domestic workers and other vulnerable groups are largely concentrated, remains underrepresented. She emphasized that without incorporating this segment, any narrative of economic advancement remains incomplete and does not accurately reflect ground realities.

She further noted that structural weaknesses within institutions and reliance on individual leadership can undermine sustainable progress. In the context of rapid technological change, she observed that both opportunities and risks associated with digital transformation are affecting women disproportionately, particularly those outside formal systems. Ms. Viqar stressed that a more comprehensive approach is required: one that integrates education, skills development, labour protection, and digital governance, to ensure broader and more equitable participation of women across all sectors of the economy.

Hon'ble Fauzia Viqar Addresses the Trainee Officers of Foreign Services Academy of Pakistan on Workplace Conduct and Intercultural Sensitivity

The trainee officers of the 45th Specialized Diplomatic Course at the Foreign Service Academy, Islamabad, attended a lecture delivered by the Honourable Federal Ombudsperson of Pakistan and OICOA Member, Ms. Fauzia Viqar, on the subject of "Harassment and Intercultural Sensitivities." The session formed part of the Academy's training programme for future diplomats.

In her address, Ms. Viqar focused on standards of professional conduct in diverse work environments, with particular reference to the prevention of harassment and the importance of cultural awareness in international settings. She outlined key considerations for maintaining respectful workplace interactions and ensuring adherence to established ethical norms. The session also addressed the responsibilities of diplomatic personnel in representing the country while engaging across different cultural contexts. Emphasis was placed on understanding sensitivities, maintaining professional boundaries, and ensuring safe and inclusive working environments. The interaction included discussion and questions from participants, focusing on practical situations likely to arise in diplomatic assignments and the appropriate institutional responses.





PROVINCIAL OMBUDSMAN OF PUNJAB



Ombudsman Punjab Hon'ble Ayesha Hamid Holds an Event on the Occasion of International Women's Day

The Office of the Ombudsman Punjab marked International Women's Day on 9 March with a dedicated event recognizing the role and contributions of women across professional spheres. The gathering brought together speakers and participants to reflect on issues related to workplace inclusion and gender equity. Addressing the event as Chief Guest, the Honourable Ombudsman Punjab and OICOA Member, Ms. Ayesha Hamid, spoke on challenges faced by women in professional environments and

underscored the need for sustained efforts to address structural barriers. She noted that meaningful progress requires enabling women to participate fully in shaping institutions and public life.

The session featured remarks from Ms. Mariya Suhail, Co-Founder and Creative Director of Orah Jewels, and Ms. Roohi Raees Khan, former Chairperson of Sui Northern Gas Pipelines Limited, and Secretary of the Provincial Ombudsman of Punjab, Mr. Kaiser Saleem, who shared perspectives on female leadership, enhancing their professional experience, and fostering workplace dynamics which make them feel at ease.

Punjab Ombudsman Office Showcases Excellence in Information Technology at Global Sustainable Development Goals Forum in South Africa

The Office of the Ombudsman Punjab participated in the AORC SDGs Advanced Global Collaboration Training Programme, titled "The AORC Relaunch and Training Initiative," held in Durban, South Africa, from 23 to 27 March 2026. The Office was represented by Mr. Afzaal Waris, Deputy Director (Development & Operations), and Mr. Umar Tahir, Assistant Director (International Affairs).

During the programme, Mr. Umar Tahir presented the Office's institutional practices, including its advanced IT systems and ISO 9001:2015-certified processes. The presentation outlined operational approaches to complaint handling, process management, and service delivery within the Office. The programme brought together participants from ombudsman institutions and related bodies to exchange technical experience on governance, digital systems, and institutional practices in the context of the Sustainable Development Goals (SDGs). The engagement also included discussions on administrative processes and coordination across institutions.

The African Ombudsman Research Centre (AORC), which organized the initiative, functions as the research and training arm of the African Ombudsman and Mediators Association (AOMA), providing a platform for capacity building, knowledge exchange, and the study of ombudsman practices through research and training programmes.





PROVINCIAL OMBUDSPERSON OF PUNJAB



Government of Punjab Appoints Hon'ble Ms. Najma Afzal Khan as Pakistan's Provincial Ombudsperson of Punjab

The Government of Punjab has appointed Hon'ble Dr. Najma Afzal Khan as Women Ombudsperson under the Protection of Women from Harassment at the Workplace Act, 2010, bringing an end to a prolonged vacancy in a key statutory office responsible for addressing workplace harassment and property related complaints of women. Dr. Najma Afzal is the former Member of Provincial Assembly of Punjab and is a renowned social activist.

The appointment follows proceedings before the Lahore High Court, which took notice of the delay in filling the position after a constitutional petition was filed by a female employee of the Advocate General Punjab's office. The petitioner argued that the absence of an Ombudsperson had effectively rendered the

complaint mechanism under the law non-operational, leaving affected women without a forum for redress. The Court sought a formal response from the provincial government and directed that the matter be addressed.

In parallel, the Forum of Pakistan Ombudsman, under the leadership of its President and Secretary General of the OIC Ombudsman Association, Mr. Zafar Hijazi, remained in contact with the Chief Minister of Punjab H.E. Maryam Nawaz and relevant authorities, and emphasized the need for an early appointment. These efforts contributed to advancing the process, which has now resulted in the restoration of the office and its role in providing institutional recourse to women across the province.

Hon'ble Dr. Najma Afza Khan Calls on the Governor of Punjab to Discuss Measures to Strengthen the Advancement and Protection of Women Rights in Punjab

Ombudsperson Punjab and OICOA Member Hon'ble Dr. Najma Afzal Khan paid a visit to Governor Punjab H.E. Sardar Saleem Haider Khan, where matters concerning women's protection, workplace dignity, and implementation of anti-harassment laws were discussed.

During the meeting, Dr. Najma Afzal Khan apprised the Governor of the challenges faced by women in professional environments, including barriers to reporting harassment and accessing timely redress. The discussion also covered the need to strengthen awareness of legal protections available to women across public and private workplaces.

Governor Saleem Haider Khan congratulated Dr. Najma Afzal Khan on assuming office as the Ombudsperson of Punjab and expressed confidence in her leadership. He noted that her experience as a former Member of the Provincial Assembly of Punjab gives her a practical understanding of institutional processes, which would be valuable in strengthening mechanisms for women's protection.



Both sides emphasized the need for practical enforcement of anti-harassment laws, wider public awareness, and continued institutional coordination to ensure that women are able to work with safety, dignity, and confidence.

 **PROVINCIAL OMBUDSMAN OF SINDH**



Pakistan's Provincial Ombudsman of Sindh and IOI Asian Regional Director Hon'ble Sohail Rajput Leads Anti-Corruption Workshop in Karachi held in Association with Transparency International Pakistan

Sindh Governor H.E. Syed Muhammad Nehal Hashmi met Provincial Ombudsman of Sindh and OICOA Member Hon'ble Muhammad Sohail Rajput at the Governor House in Karachi, where matters relating to public grievance redress in an expeditious manner were discussed.

During the meeting, the Ombudsman congratulated the Governor on recently assuming office and briefed him on measures undertaken by the Provincial Ombudsman of Sindh to ensure prompt resolution of public complaints. The briefing covered procedural mechanisms adopted to facilitate timely relief and improve access to the Ombudsman's services. Governor Nehal Hashmi acknowledged the role of the Ombudsman's Office in addressing citizens' grievances and noted its contribution to administrative accountability. He expressed satisfaction over the handling of complaints and the institution's efforts in providing accessible avenues for redress.

Both sides exchanged views on strengthening coordination between provincial authorities and the Ombudsman's Office to address systemic gaps in service delivery. The need for improving awareness of grievance redress mechanisms, particularly in remote areas, was also discussed, along with the importance of institutional responsiveness.

 **PROVINCIAL OMBUDSPERSON OF KHYBER PAKHTUNKHWA**



Pakistan's Provincial Ombudsperson of KPK Hon'ble Ms. Rubab Mehdi Holds Large-Scale Open Court in Kohat, Resolves Majority of Complaints on the Spot

The Provincial Ombudsperson of Khyber Pakhtunkhwa and OICOA Member, Hon'ble Ms. Rubab Mehdi, in collaboration with the Commissioner Kohat Division and district administration, organized an open court (Khuli Kachehri) in Kohat, marking a significant step toward citizen engagement and responsive governance.

The event, held for the first time in the district, drew participation from around 750 citizens, reflecting strong public interest in direct access to administrative authorities. A substantial number of complaints—primarily related to property matters—were taken up during the session, with approximately 97 percent resolved on the spot through coordinated efforts of relevant departments.

In addition to property-related cases, 202 complaints concerning human rights were presented. These were addressed through immediate referral mechanisms, facilitation, and coordination with concerned authorities to ensure timely follow-up. The proceedings highlighted the use of on-site complaint handling combined with institutional linkages to expedite resolution. A dedicated awareness session was also conducted to inform participants about complaint procedures, legal protections, and available institutional support. The initiative was held under the leadership of Ms. Rubab Mehdi, Provincial Ombudsperson Khyber Pakhtunkhwa, as part of ongoing efforts to expand access to grievance redress mechanisms across the province.



Hon’ble Ms. Rubab Mehdi Addresses Civil Service Officers on Workplace Harassment and Legal Framework

The Provincial Ombudsperson of KPK Province and OICOA Member, Hon’ble Ms. Rubab Mehdi, delivered a session on “Workplace Harassment: Introduction and Legal Framework” for newly inducted ACS/PO officers at the Pakistan Provincial Services Academy in Peshawar.

In her address, Ms. Mehdi outlined the legal provisions governing workplace harassment and the institutional mechanisms available for complaint redress. She emphasized the responsibilities of public officials in ensuring safe and respectful working environments, particularly within government institutions. The session also drew attention to the Ombudsperson’s mandate in addressing complaints related to harassment, as well as matters concerning women’s property and inheritance rights. Ms. Mehdi highlighted the importance of awareness among administrative officers in identifying and addressing such issues in the course of their duties.

Participants engaged in discussions on practical aspects of handling complaints and maintaining professional conduct, with a focus on accountability and adherence to established legal frameworks in public service.



OMBUDSMAN OF AZAD JAMMU & KASHMIR

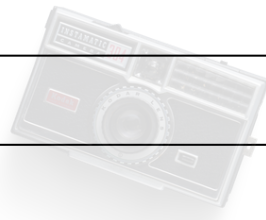


Hon’ble Arif Khan Rathore Highlights the Mandate and Functioning of AJ&K Ombudsman at the 30th Anniversary Ceremony of Asian Ombudsman Association

The Ombudsman of Azad Jammu and Kashmir and OICOA Member, Hon’ble Mr. Muhammad Arif Khan Rathore, participated in an international online conference held to mark the 30th anniversary of the Asian Ombudsman Association (AOA), with representatives of ombudsman institutions from across Asia and other regions in attendance.

In his address, Mr. Rathore acknowledged the role of the Asian Ombudsman Association over the past three decades, noting its contribution to promoting good governance, transparency, accountability, administrative justice, and the protection of citizens’ rights. He described AOA as an effective platform facilitating cooperation among ombudsman institutions through dialogue and exchange of best practices.

Providing an overview of the AJ&K Ombudsman institution, Mr. Rathore noted that it was established in 1992 and is among the leading ombudsman institutions in Pakistan. He highlighted its active engagement in regional and international forums, including Asian Ombudsman Association, the International Ombudsman Institute, the OIC Ombudsman Association, and the Forum of Pakistan Ombudsman. He further stated that the institution serves as a bridge between citizens and the administration, ensuring free and timely redress of public complaints. Referring to the geographical and socio-economic context of Azad Jammu and Kashmir, he noted that the institution plays a critical role in providing accessible relief to populations in remote and underserved areas. He also reaffirmed the AJ&K Ombudsman’s commitment to maintaining independence, impartiality, and accountability in the face of institutional challenges.



Chief Ombudsman of Türkiye and OICOA President Hon'ble Mehmet Akarca addresses the panel of "Ombudsman Symposium in the Light of Current Developments" held by Ufuk University in collaboration with Ombudsman Institution of Türkiye



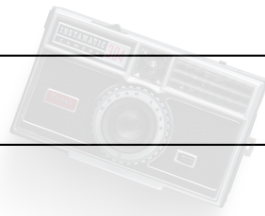
Hon'ble Mr. Mehmet Akarca presented the 2025 Annual Report of Ombudsman Institution of Türkiye to President of Turkish Academy of Sciences, Mr. Prof. Dr. Muzaffer Seker



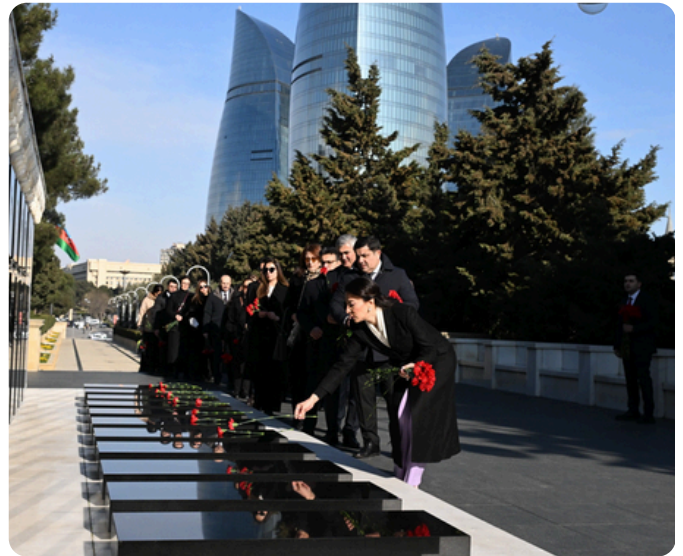
OICOA President and Chief Ombudsman of Türkiye Hon'ble Mehmet Akarca during his visit to the Nursing Home Elderly Care and Rehabilitation Centre as part of the 'Respect for Elderly Week'



Hon'ble Mehmet Akarca celebrated Eid-ul-Fitr 2026 alongwith the officers of Ombudsman Institution of Türkiye in Ankara



OICOA Board Member and Human Rights Commissioner of Azerbaijan, Hon'ble Sabina Aliyeva, during a press interaction before her presentation of the Annual Report to the Parliament of Republic of Azerbaijan



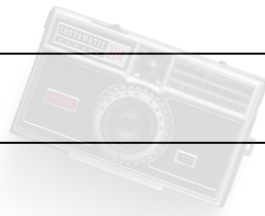
OICOA Board Member and Human Rights Commissioner (Ombudsman) of Azerbaijan Hon'ble Sabina Aliyeva visited the grave of the National Leader Heydar Aliyev at the Alley of Honor



Hon'ble Sabina Aliyeva during the exhibition on the topic "Unsensored Truths", which reflected historical facts about the genocide against Azerbaijanis and ethnic cleansing policy



Extraordinary and Plenipotentiary Ambassador of the Republic of Moldova to Azerbaijan H.E. Alexander Esaulenko attends the 'Unsensored Truths' Exhibition held at the headquarters of Human Rights Commission of Azerbaijan



OICOA Board Member and Mediator of Morocco Hon'ble Hassan Tariq received the UNDP's Permanent Representative Ms. Ilaria Carnevali at the headquarters of Mediator of Morocco in Rabat



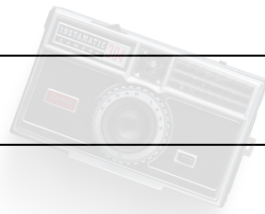
Hon'ble Hassan Tariq received the State Minister of Morocco for Education H.E. Ezaddin Al-Medawi at the Mediator of Morocco headquarters in Rabat



OICOA Board Member and Mediator of Morocco, Hon'ble Hassan Tariq addresses the event held at Mediator Headquarters on the occasion of International Women's Day



Hon'ble Hassan Tariq receives the Researcher at the Center for Politics for the New South, and the founding member of the Moroccan Network for Women Mediators of Peace, Ms. Nozha Chakrouni



Hon'ble Secretary General OICOA Mr. Zafar Hijazi received Hon'ble Mr. Kamran Baloch (Federal Ombudsman of Pakistan and AOA President) at OICOA Secretariat in Islamabad



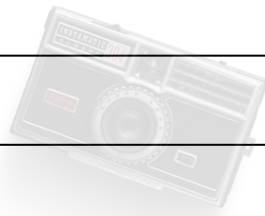
Chairman of the Indonesian Ombudsman and OICOA Board Member, Honn'ble Mr. Hery Susanto took the oath before President of Indonesia H.E. Prabowo Subianto, for the 2026-2031 period



OICOA Member and Inspector General of Uganda Hon'ble Justice Naluzze Aisha Batala addresses the advanced training on financial investigations and virtual assets organized in collaboration with the United Nations Office on Drugs and Crime (UNODC)



Hon'ble Justice Aisha Batala addresses her maiden press conference at the Uganda Media Center on the occasion of marking 100 days in her Office as the Inspector General of Uganda



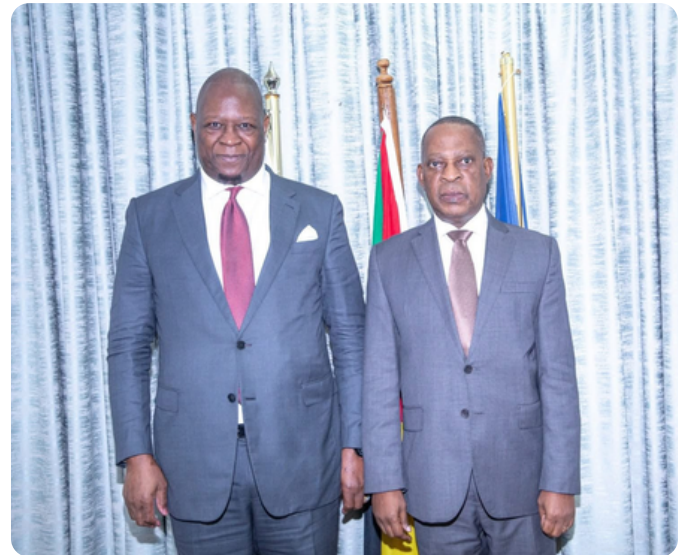
OICOA Member and Inspector General of Uganda, Hon'ble Justice Aisha Batala received the Danish Ambassador to Uganda H.E. Signe Winding Albjerg at the Headquarters of IGG Uganda in Kampala



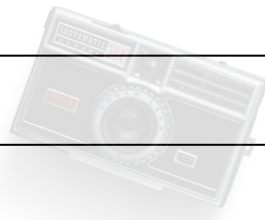
Delegated Officers of Mediator of Ivory Coast conducted a pacifying session between Wê and Malian communities as a result of death and significant damage caused due to the conflict



Mediator of Ivory Coast holds a training workshop for the Members of the Conciliation Village Commission regarding contribution of the Mediator in the management and prevention of Farmer-Breeder Conflict



OICOA Member and Ombudsman of Mozambique Hon'ble Isaque Chande alongwith President of the Confederation of Economic Association Mr. Álvaro Massingue



Ombudsman of Mozambique Hon'ble Isaque Chande during the launching ceremony of his book 'Memories of an Octomarchist'



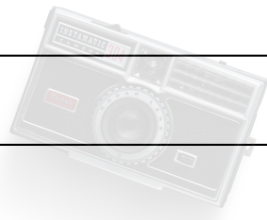
OICOA Member and Mediator of Benin Hon'ble Mr. Pascal Essou received a delegation of religious leaders of Benin at his Office to discuss community issues



Hon'ble Abdulla Qaderboh (Chairman Administrative Control Authority of Libya) chairs a meeting on *Libya's National Strategy for Performance Monitoring, Combating and Prevention of Corruption (2025–2030)*



Chairman ACA Libya, Hon'ble Abdulla Qaderboh held a meeting with the Board of External Bank of Libya and National Oil Foundation to discuss mechanisms of oil exports and imports revenues



Hon'ble Abdulla Qaderbough alongwith the President of Moroccan National Authority for Integrity, Prevention, and Fight Against Corruption and former OICOA Board Member Hon'ble Mr. Mohamed Benalilou at the OECD Anti-corruption and Integrity Forum held in Paris



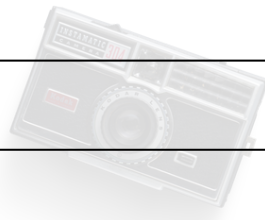
Hon'ble Ms. İlkan Varol (Ombudsman of Turkish Republic of Northern Cyprus and OICOA Member) Presents the Semi-Annual Report to TRNC Parliament Speaker Mr. Ziya Öztürkler



Pakistan's Provincial Chief Minister for Sindh H.E. Murad Ali Shah presents commemorative shield to Federal Ombudsman of Pakistan, President AOA, and OICOA Member Hon'ble Mr. Naveed Kamran Baloch



Federal Ombudsman of Pakistan and OICOA Memebr, Hon'ble Naveed Kamran Baloch alongwith Chief Election Commissioner of Pakistan, Mr. Sikander Sultan Raja



Pakistan's Federal Ombudsperson and OICOA Member Hon'ble Fauzia Viqar received the UNDP's Country Representative Dr. Samuel Rizk at FOSPAH Secretariat in Islamabad



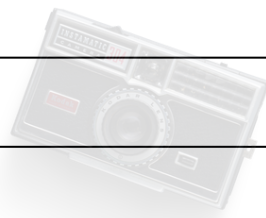
Hon'ble Ms. Fauzia Viqar received the Member of National Human Rights Commission of Pakistan, Senator Farhatullah Babar, at FOSPAH Secretariat



Federal Banking Ombudsman of Pakistan Hon'ble Sirajuddin Aziz received the Federal Ombudsperson of Pakistan Hon'ble Fauzia Viqar in Karachi



Hon'ble Ms. Fauzia Viqar payed a visit to the Federal Insurance Ombudsman of Pakistan Hon'ble Mr. Syed Mumtaz Ali Shah during her official visit to Karachi



Pakistan's Provincial Ombudsman of Punjab and OICOA Member, Hon'ble Ms. Ayesha Hamid addresses an event held on the occasion of International Women's Day



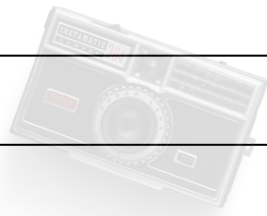
Officers from Provincial Ombudsman of Punjab alongwith African Region counterparts during the AORC SDGs Advanced Global Collaboration Training Program in Durban - South Africa



Office of the Provincial Ombudsman Punjab held a training session to boost complaint handling and administrative efficiency, chaired by Advisor (F&P), Mr. Sami Ullah



Newly appointed Provincial Ombudsperson of Punjab Hon'ble Dr. Najma Afzal Khan recieved Executive Director of Mehergarh, Ms. Maliha Hussain, and Executive Director of Women in Struggle For Empowerment (WISE)Ms. Bushra Khaliq, at the Ombudsperson Headoffice



Hon'ble Ombudsperson of Punjab and OICOA Member, Dr. Najma Afzal Khan received the Chairperson of Punjab Women Protection Authority, Ms. Hina Pervaiz Butt



Pakistan's Provincial Ombudsperson of KPK and OICOA Member Hon'ble Ms. Rubab Mehdi receives a commemorative shield from District Administration Bannu on organizing an Open Court Session



Hon'ble Ms. Rubab Mehdi presides the session of an Open Court held in Kohat organized by Office of the Provincial Ombudsperson of Khyber Pakhtunkhwa in collaboration with District Administration (Kohat)



Staff of Provincial Ombudsperson of KPK carried a field inspection in Adenzai (Lower Dir) for resolution of a property dispute on the directives of Hon'ble Ombudsperson Ms. Rubab Mehdi

PRESS COVERAGE FOR THE OMBUDSMAN INSTITUTION OF TURKIYE

interpress

SOK
GÜNLÜK YEREL GAZETE
İSTANBUL
SİYASİTarih : 23.3.2026
Sayfa : 7
StxCm : 35,28

KDK'DEN EHLİYETİ İPTAL EDİLEN "MONOKÜLER" KİŞİ İÇİN TAVSİYE KARARI

KDK, tek gözü diğer gözüne göre daha zayıf gören "monoküler" kişinin ehliyetinin iptali nedeniyle yaptığı başvuruda, sürüş güvenliği adına "somut ve bireysel tespit olmadan sürücü belgesinin iptal edilmemesi" yönünde tavsiye kararı verdi.

Kamu Denetçiliği Kurumunun (KDK) kararına göre, monoküler bir kişi, sürücü belgesi almak için gerekli eğitimleri tamamladı ve Milli Eğitim Bakanlığı onaylı sertifikasını 2024'te aldı. Bir süre sonra "monoküler kişilerin A sınıfı sürücü belgesi alamayacağı" yönündeki yazı ile kişinin sertifikası iptal edildi.



SİYASİ

Sürücü belgesi için aldığı sağlık raporunda "1. grup sürücü olur" ifadelerinin yer aldığını, "iki tekerlekli araç kullanamaz" şeklinde herhangi bir ibare veya kısıtlamanın bulunmadığını vurgulayan kişi, ilgili yönetmelikte monoküler kişilerin birinci grup sürücü belgesi alabileceklerinin belirtildiğini aktardı. Kişi, A sınıfı belgenin de bu gruba dahil olduğunu belirterek, KDK'ye başvurdu.

KDK, "A sınıfı sürücü belgesine sahip monoküler kişilerin ehliyetlerinin Sürücü Adayları ve Sürücülerde Aranacak Sağlık Şartları ile Muayenelerine Dair Yönetmelik'te yer alan şartlara uyup uymadıklarının somut ve bireysel tespitlerle ortaya konulmadan, objektif, teknik ve bilimsel verilerle gerekçelendirilmeden iptal edilmemesi gerektiği" yönünde Nüfus ve Vatandaşlık İşleri Genel Müdürlüğüne tavsiye kararı verdi. AA

interpress

BİZİM ANADOLU
GÜNLÜK BÖLGESEL GA...
İSTANBUL
SİYASİTarih : 29.3.2026
Sayfa : 1
StxCm : 13,39

Üniversite öğrencileri için kahvaltı tavsiyesi



■ KAMU Denetçiliği Kurumu (KDK), bir üniversite öğrencisinin başvurusunda, Anadolu Üniversitesinin "talep azlığı" ve "tasarruf tedbirleri" gerekçesiyle kaldırdığı kahvaltı hizmetinin yeniden başlatılmasını tavsiye etti. Eskişehir'deki Anadolu Üniversitesinde okuyan bir öğrencinin, 2016'da başlatılan kahvaltı hizmetinin 2 Eylül 2025'te sonlandırılması üzerine KDK'ye başvurması üzerine ele aldı..

RADAR CEZALARI İÇİN KDK'DAN ŞEFFAFLIK TAVSİYESİ

Kamu Denetçiliği Kurumu (KDK), "radar cihazının kalibrasyonu ile ilgili bilgilerin, tale edilmesinde idari para cezası verilen kişiye bildirilmesi" tavsiyesinde bulundu.

Hız limitini aştığı gerekçesiyle idari para cezası verilen bir kişi, hız ihlalini ortaya koyan herhangi bir belgenin ceza tutanağının ekinde sunulmadığını belirterek, cezanın iptali için sulh ceza hakimliğine itirazda bulundu. "Radar cihazının kalibrasyonunun güncel olduğu" gerekçesiyle talebi reddedilen vatandaş, radar cihazının türü, modeli, seri numarası ve kalibrasyonuna ilişkin bilgi ve belgeleri emniyetten talep etti ancak olumsuz yanıt aldı. İdari para cezasının dayanağı olan bilgi ve belgelere erişemesi nedeniyle bilgi edinme hakkının ihlal edildiğini savunan vatandaş, KDK'ya başvurdu. Başvuruyu incele-

yen KDK, cezanın kesildiği il emniyet müdürlüğünden bilgi istedi. Kuruma gelen yazıda, "Kalibrasyon belgelerinin idarenin iç düzeni, denetim ve teknik altyapısına ilişkin belgeler olması nedeniyle bireysel başvurular kapsamında paylaşılmasının mümkün olmadığı, gerekli görülmesi halinde belgelerin yargı mercilerince resen talep edilebileceği" kaydedildi. Başvurucuyu haklı bulan KDK, "cezanın kesildiği radar cihazının kalibrasyonuna ilişkin bilgi ve belgelerin, kamu güvenliğini zedeleyebilecek nitelikteki hususlar hariç tutularak başvuruna bildirilmesi" yönünde İçişleri Bakanlığına tavsiyede bulundu. (AA)



PRESS COVERAGE FOR THE OMBUDSMAN INSTITUTION OF TURKIYE

interpress

AKŞAM
GÜNLÜK ULUSAL GAZETE
İSTANBUL
SİYASİ

Tarih : 23.2.2026
Sayfa : 7
StkCm : 23,19



KDK'DAN OKUL ZİLİNE ÇÖZÜM!

ORTAOKULUN zil ve anons sisteminin, okulun kapalı olduğu hafta sonları ile resmi tatil günlerinde de çalıştığını belirten bir vatandaş, yaşadığı gürültü nedeniyle Kamu Denetçiliği Kurumu'na (KDK) başvurdu. Şikâyetinde, irtibata geçtiği okul yönetiminin sistemin devre dışı bırakılacağı taahhüdünde bulunmasına rağmen sorunun devam ettiğini ifade eden vatandaş, mağduriyetinin giderilmesini talep etti. Başvuru üzerine KDK, okul yönetiminin sorunun çözülmesini istedi. Vatandaş, "yaklaşık 1,5 aydır okulun ses şiddetine dikkat edildiğini ve tatil günleri zilin çalmadığını" KDK'ye bildirdi. ▶ AA

interpress

MILAT
GÜNLÜK ULUSAL GAZETE
İSTANBUL
SİYASİ

Tarih : 21.3.2026
Sayfa : 3
StkCm : 50,84



"Otoparkta meydana gelen araç hasarından idare sorumludur"

KAMU Denetçiliği Kurumu (KDK), bir üniversite otoparkında yerinden çıkan mazgal nedeniyle aracın hasar görmesinden idari kurum niteliğindeki üniversitenin hukuken sorumlu olduğuna ve zararı karşılaması gerektiğine karar verdi.

KDK'nin kararına göre, bir üniversite yerleşkesi içerisindeki otoparka aracını park etmek isteyen kişinin aracı, yerinden çıkan yağmur suyu mazgalına takılarak hasar gördü. Olay anına ilişkin görüntüleri elde eden ve aracında oluşan hasarı fotoğraflayan kişi, idarenin bakım, denetim ve güvenliğini sağlamakla yükümlü olduğu otopark altyapısındaki eksiklikten kaynaklanan zararının tazmini talebiyle üniversite

idaresine başvurdu. Üniversite, "otopark altyapısında eksiklik bulunmadığını, gerekli incelemelerin zamanında yapıldığını" ileri sürerek, talebi reddetti.

Kişi, olağan kullanım koşullarında ve düz zeminde seyir halindeyken mazgalın yerinden çıkmasının, "sürücü kusurundan değil, sabitleme, montaj, bakım ve denetim eksikliğinden" kaynaklandığını belirterek, aracında oluşan 10 bin 141 lira zararın tarafına ödenmesi talebiyle KDK'ye başvurdu.

Yaşanan olayda üniversitenin "hizmet kusuru" bulunduğunu tespit eden KDK, başvurusunun aracında meydana gelen zararın karşılanması adına ilgili üniversite rektörüne tavsiye kararı verdi.

interpress

GAP GÜNDEMİ
HAFTADA 6 GÜN YERE...
ŞANLIURFA
SİYASİ

Tarih : 23.2.2026
Sayfa : 6
StkCm : 38,43



Tatil günleri çalan okul zili şikâyetini KDK çözdü

AA / Kamu Denetçiliği Kurumu (KDK), evinin karşısındaki okulun tatil günleri çalan zil sesinden rahatsız olan vatandaşın sorununu çözüme kavuşturdu.

Ortaokulun zil ve anons sisteminin, okulun kapalı olduğu hafta sonları ile resmi tatil günlerinde de çalıştığını belirten bir vatandaş, yaşadığı gürültü nedeniyle KDK'ye başvurdu.

İrtibata geçtiği okul yönetiminin, sistemin devre dışı bırakılacağı taahhüdünde bulunmasına rağmen sorunun devam ettiğini ifade eden vatandaş, mağduriyetinin giderilmesini talep etti.



Başvuru üzerine okul yönetimiyle irtibata geçen KDK, vatandaşın sorununun çözülmesini istedi.

Yaşadığı sorun çözüme kavuşan

vatandaş, "yaklaşık 1,5 aydır okulun ses şiddetine dikkat edildiğini ve tatil günleri zilin çalmadığını" KDK'ye bildirdi.

STATEMENT BY OFFICE OF THE HUMAN RIGHTS COMMISSIONER (OMBUDSMAN) OF AZERBAIJAN



COMMISSIONER FOR HUMAN RIGHTS OF THE REPUBLIC OF AZERBAIJAN OMBUDSMAN

STATEMENT of the Commissioner for Human Rights (Ombudsman) of the Republic of Azerbaijan regarding 31 March – the Day of Genocide of Azerbaijanis

Throughout history, at different times, Azerbaijanis were deliberately subjected to ethnic cleansing and genocide by Armenians, and murdered in a massive way on the basis of their ethnicity and religious background. Since the beginning of the XX century, Armenians had been committed systematic and brutal crimes against the Azerbaijani population in various parts of Azerbaijan, as well as in the present territory of Armenia.

Incidents occurred in March-April of 1918, were one of the manifestations of the most bloody and tragic policy, and carved their place in history as massacres of thousands of innocent people due to their ethnicity and religion.

These incidents left an indelible mark on memories of our people. Massive killings in Baku, Shamakhi, Guba, Garabagh, Zangezur, Iravan, Nakhchivan, Lankaran, Ganja, Goychay, Sheki, Sabirabad, Salyan, Kurdamir, and other regions were an integral part of the policy intended to eliminate historical existence of Azerbaijani population inhabited in those areas.

During the march of 1918 incidents, 110 villages in Shamakhi, over 150 in Garabagh, 115 in the Zangezur Uyesd, 98 in the Gars Governorate, and 167 in the Guba Uyesd had been devastated and burned, and the peaceful and unarmed residents had been massacred with unprecedented cruelty. The mass grave and multiple remains of human beings discovered later in Guba City visually confirm the scope and brutality of massacres committed in that period. These facts are clear signs that the people had been systematically targeted and largely murdered on the basis of their ethnic background, as they were Azerbaijanis.

The archive materials, historical documents, and other reliable sources verify those tragic incidents with indisputable proofs. The testimonies of those who survived and other legal documents comprehensively describe the scope of the massacres, demonstrating that those incidents had not occurred accidentally, but were an integral part of a purposeful policy of ethnic cleansing. The investigations and legal analyses carried out in accordance with the international law substantiated that those crimes contain the elements of a crime of genocide.

Although the systematic killing of the civilian population during the March-April incidents committed in 1918 because of their ethnic origin and religion and those crimes of genocide, unfortunately, have not yet been articulated at the international level.

Heydar Aliyev, the National Leader, issued a Decree on 26 March 1998 that declared 31 March as the Day of Genocide of Azerbaijanis. Subsequently, measures were undertaken to ensure the political and legal evaluation of facts of genocide, investigation of the truth, and its dissemination to the international community.

International recognition of the crimes of genocide committed against Azerbaijanis and restoration of justice is of key importance in terms of preventing the recurrence of such crimes against humanity in the future.

International organizations and United Nations member states should take a firm position on the series of crimes of ethnic cleansing and genocide committed by Armenians against Azerbaijanis and recognize the criminal acts of 1918 as genocide.

PRESS COVERAGE FOR FEDERAL TAX OMBUDSMAN OF PAKISTAN



FTO orders tax recovery after adjustment of claims

Islamabad: The Federal Tax Ombudsman (FTO) has directed the Federal Board of Revenue to issue instructions to all Inland Revenue field formations ensuring that recovery of Super Tax is made only after adjustment of pending refund claims.

He also asked the commissioner (Inland Revenue), Refund Zone, RTO Faisalabad, to dispose of a complainant's refund application for Tax Year 2024 strictly in accordance with law after providing a proper hearing to the taxpayer and to report compliance within 45 days.

The ombudsman observed that the delay in processing the refund and the insistence on cash recovery of the tax demand, despite the availability of a refund claim, constituted maladministration and arbitrary conduct on the part of the department.

The complaint was filed against non-issuance of an income tax refund amounting to Rs. 4.506 million for Tax Year 2024. The complainant had filed a return of income under Section 114(1) of the Income Tax Ordinance, 2001, claiming the said refund and subsequently e-filed the refund application on 13 August 2025. However, the department didn't dispose of the refund application within the prescribed time.

Profit

Federal Tax Ombudsman directs FBR to adjust refunds before recovering Super Tax

The Federal Tax Ombudsman (FTO) has directed the Federal Board of Revenue (FBR) to recover Super Tax from taxpayers only after adjusting any pending refund claims.

In an order issued on Wednesday, the ombudsman also ruled that the tax department's insistence on recovering Super Tax in cash despite the existence of refund claims amounts to coercion and harassment of taxpayers.

The directive instructs the FBR to issue guidance to all Inland Revenue field formations to ensure that Super Tax recovery is carried out only after refund claims are adjusted.

The FTO also directed the Commissioner Inland Revenue of the Refund Zone at the Regional Tax Office Faisalabad to decide the complainant's refund application for tax year 2024 in accordance with the law after providing a hearing to the taxpayer. The department has been asked to submit a compliance report within 45 days.

The complaint was filed under Section 10(1) of the Federal Tax Ombudsman Ordinance, 2000 over the non-issuance of an income tax refund amounting to Rs4.506 million for tax year 2024.

According to the complaint, the taxpayer filed the income tax return under Section 114(1) of the Income Tax Ordinance, 2001 and submitted an electronic refund application on August 13, 2025.

The taxpayer stated that despite filing the application and sending reminders on December 17, 2025 and January 6, 2026, the department did not process the refund within the time required under Section 170(4) of the Income Tax Ordinance.



ISLAMABAD: In order to promote transparency, rule of law, and taxpayer's empowerment, the Federal Tax Ombudsman (FTO) Zafar-ul-Haq Hijazi has issued a landmark ruling against the Federal Board of Revenue (FBR) to strongly approve taxpayers' rights to have access to the assessment related tax record of their cases.

In this regard, the FTO office has issued an order, ruling, "however, order sheet record of internal noting about the consultative process or exchange of opinions, comments within a Field Office of FBR are of course are of confidential nature and cannot be provided to the Complainant. Conclusively, the Complainant has fundamental right duly supported by Sales Tax Act, 1990 and Constitutional provisions of Pakistan to obtain copies of sales tax documents inclusive of order sheets pertaining to details of proceedings of the case with which the Complainant remained engaged with the Deptt", FTO order added.

The decision marks yet another milestone in FTO's steadfast commitment to ensuring that the machinery of tax administration operates with integrity, fairness, and full accountability to the taxpaying public.

PRESS COVERAGE FOR INSPECTORATE GENERAL OF UGANDA



IGG recovers Shs2.4b, concludes 308 corruption cases in six months

The Inspectorate of Government has recovered more than Shs2.4billion in misappropriated public funds and concluded 308 corruption cases in the last six months, the Inspector General of Government said on Thursday.

Speaking at the Uganda Media Centre, IGG Justice Aisha Bataka Naluzze said the Inspectorate registered 1,516 complaints during the period, sanctioning 1,151 cases, which translates to 75 percent of the total.

"In the last six months, we registered 1,516 complaints and sanctioned 1,151 cases. A total of 308 corruption cases and 330 Ombudsman matters were investigated and concluded, including 14 high-profile corruption cases," she said.

According to Justice Naluzze, the Inspectorate recovered Shs2,021,869,076 in misappropriated funds between June and December and an extra shs2m between January and February of 2026 totaling 2,411,599,875

In addition, she said Shs844,122,884 was secured for public officials who had been denied or delayed salaries, gratuity and pension payments.

"Shs844 million was paid to public officials who had been denied or delayed payment of their salaries, gratuity and pensions," she noted.

Out of 1,392 recommendations issued by the Inspectorate, 378 (representing 27 percent) were implemented within the six-month period.

Justice Naluzze said that since she took office about 100 days ago, the Inspectorate has conducted eight systemic investigations and seven systems reviews aimed at identifying structural weaknesses in public institutions that create opportunities for corruption.



National

IGG helps Church of Uganda recover prime Luzira land from fraudsters

Tuesday, March 31, 2026



PRESS COVERAGE FOR OMBUDSMAN OF MOZAMBIQUE



Mozambique: Ombudsman calls for more dialogue between State bodies and businesses

The Mozambican Ombudsman, Isaque Chande, has called for more dialogue between 2026 e bodies and businesses to remove obstacles hindering productive activity, such as red tape, delays in issuing licenses, and corruption.

According to the ombudsman, speaking on Thursday, in Maputo, on the sidelines of the Business Breakfast promoted by the country's Confederation of Business Associations (CTA), there are several complaints from companies related to difficulties in communication with the public administration, including delays in the payment of State debts and undue charges.

"We have already received requests from companies to intervene because the State has owed us debts for more than two or three years. We have also already spoken with institutions involved in collecting tax debts, situations that ended up being resolved," said Chande.

"We have also intervened to solve delays in decision-making or the issuing of licenses. There were cases that dragged on for more than two years, but which were eventually solved after our intervention", he said.

The ombudsman stressed that his institution has been working to boost "efficient and transparent public administration, promoting greater dialogue between the State and citizens, including the business sector."

"Our role is to contribute to a more effective, more efficient and less corrupt public administration. We don't have two States, we have one State with diverse institutions. We have to find measures that make life easier for entrepreneurs," he said.



aimnews.org

Provedor de Justiça defende diálogo para reduzir obstáculos à actividade empresarial

Maputo, 09 Abr (AIM) – O Provedor de Justiça, Isaque Chande, defende a necessidade de reforçar o diálogo entre o Estado e o sector empresarial para resolver obstáculos que dificultam a actividade produtiva no país, como burocracia, demora na emissão de licenças e corrupção.

Chande falava esta quinta-feira (09), em Maputo, à margem da primeira edição do Business Breakfast com o Provedor de Justiça, promovido pela Confederação das Associações Económicas de Moçambique (CTA), que teve como objectivo auscultar as principais preocupações da classe empresarial e identificar soluções para melhorar o ambiente de negócios.

Segundo o provedor, a instituição tem recebido várias reclamações de empresas relacionadas com dificuldades nas suas relações com a administração pública, incluindo atrasos no pagamento de dívidas do Estado e cobranças indevidas.

"Já recebemos pedidos de empresas para intervir porque o Estado deve há mais de dois ou três anos. Também já dialogámos com instituições envolvidas em cobranças de dívidas de impostos, situações que acabaram por ser ultrapassadas", disse.



aimnews.org

Ombudsman considers government telecoms decree unconstitutional

Maputo, 20 Feb (AIM) – The office of Mozambique's Ombudsman, Isaque Chande, has submitted to the Constitutional Council (CC), the country's highest body in matters of constitutional and electoral law, a request for a declaration that the government's latest regulations restricting the use of telecommunications are unconstitutional.

These regulations have been strongly criticized by civil society bodies because they allow the authorities to shut down the Internet on spurious grounds of "national security".

Various civil society bodies have warned of the risks of excessive restrictions on freedom of expression and access to information, advocating prudence in the approval of laws and regulations affecting the media and telecommunications.

In a statement, the Ombudsman's Office explains that its request follows a petition submitted by the prominent NGO, the Centre for Democracy and Human Rights (CDD), which requested a review of whether the government decree violates the constitution.



Isaque Chande lança "Memórias de um Oitomarcista"

"Memórias de um Oitomarcista" é o título do livro da autoria do Provedor de Justiça, Isaque Chande, a ser lançado quinta-feira (26) no auditório da Televisão de Moçambique (TVM).

Trata-se de uma obra de estreia do autor na literatura, na qual ele reconstrói o percurso de uma geração forjada no espírito do Centro 8 de Março, um espaço que foi, ao mesmo tempo, escola, abrigo, quartel e laboratório do "Homem Novo" moçambicano.

Entre memórias pessoais e colectivas, Isaque Chande evoca figuras, práticas e expressões que marcaram uma época, desde os cabos-terras e sipaios, símbolos do aparelho repressivo colonial, até à mítica chotokulia, rito de passagem e iniciação ideológica que marcou os jovens do Centro.

"O livro é, portanto, uma viagem íntima pela memória de um tempo em que se sonhava um país novo, construído com disciplina, sacrifício e fé no futuro. Com uma escrita serena, mas profundamente evocativa, Chande oferece uma narrativa indispensável para compreender não só a história do 8 de Março, mas também as dinâmicas da juventude moçambicana no processo de libertação e pós-independência", lê-se na nota de apresentação da obra.

PRESS COVERAGE FOR MEDIATOR OF BENIN AND MEDIATOR OF IVORY COAST



News Economy Sport Policy Others ≡

Ombudsman of the Republic: The revitalization of the framework for consultation among religious denominations is imminent.

Tuesday, March 10th, was a particularly busy morning at the office of the Ombudsman of the Republic. Pascal Essou received several delegations from religious denominations in Benin. Among them were representatives from the Protestant Methodist Church of Benin (EPMB), traditional rulers, Reverend Pastor Sodji Gossou, President of the Assemblies of God Church of Benin and President of the Alliance of Assemblies of God of West Africa, and Father Nathanaël Soédé, National Chaplain for Executives and Political Figures of Benin.

With the exception of Father Nathanaël Soédé, who made no statement after the meeting, the other delegations disclosed the content of their discussions. It emerged that the talks focused primarily on consolidating peace and the mechanisms to be implemented to revitalize the Framework for Consultation among Religious Denominations in Benin.

This body is indeed going through a period of lethargy, marked by the defection of some members of its board, including its president. Since then, the vice-president has been serving as interim president. This situation is a source of concern for the Ombudsman. Aware of the importance of this institution in promoting peace, stability, and social mediation, Pascal Essou has undertaken discussions with the various stakeholders involved in order to identify ways to revitalize it.



Côte d'Ivoire-AIP/ Gaoussou Touré, un homme d'expérience nommé Médiateur de la République

Abidjan, 10 mars 2026 (AIP) – Figure politique bien connue du paysage institutionnel ivoirien, Gaoussou Touré a été nommé Médiateur de la République par décret présidentiel ce mardi 10 mars 2026, en remplacement de M. Adama Toungara appelé à d'autres fonctions.

Cette nomination consacre le parcours d'un acteur politique chevronné, dont la carrière s'est construite entre responsabilités gouvernementales, gestion territoriale et engagement politique.

Originaire d'Odienné, Gaoussou Touré s'est imposé au fil des années comme l'un des cadres influents du parti au pouvoir. Membre du Rassemblement des houphouëtistes pour la démocratie et la paix (RHDP), il s'est illustré dans la gestion des affaires publiques et dans l'animation de la vie politique nationale.

Sa carrière gouvernementale a notamment été marquée par son passage au ministère des Transports, poste qu'il a occupé pendant plusieurs années. À cette fonction, il a contribué à la mise en œuvre de réformes visant à moderniser le secteur des transports, notamment en matière de régulation et de sécurité routière.

PRESS COVERAGE FOR ADMINISTRATIVE CONTROL AUTHORITY OF LIBYA

ACA continues to receive reports of abuse and corruption in public entities from whistleblowers on its Raqeeb website – reaffirms guarantee to protect informants' identity

One of Libya's two main public entities' oversight arm, the Administrative Control Authority (ACA), announced last Thursday (12 March) that it is continuing to receive complaints and reports from citizens and residents through its Raqeeb whistleblowing website.

The site receives reports of violations and abuses in public entities aimed at to enhancing transparency and legal accountability.

The ACA reaffirmed its duty regarding guarantees to protect whistleblowers in accordance with the provisions of its law.



The Administrative Control Authority discusses with financial and oil entities the reconciliation of revenue data

Abdullah Gadurbou, head of the Administrative Control Authority, held an expanded meeting. It took place at the Authority's headquarters. Attendees included Rashid Abu Ghaffa, the Minister of Finance in Dbeibah's government. Masoud Suleiman, chairman of the National Oil Corporation, also attended. Mohammed Al-Dharrat, chairman of the Libyan Foreign Bank, was present. Mohammed Al-Ammari, the bank's general manager, participated. The meeting discussed the current economic situation. It also addressed oil and fuel issues. A key focus was conflicting data on oil export revenues.

During the meeting, Gadurbou reviewed the role of the technical oversight committee. This committee was formed by the Authority. It is responsible for examining data and reports. These reports come from the National Oil Corporation. They also come from the Central Bank of Libya and the Libyan Foreign Bank. The goal is to verify oil revenues and export values. It also aims to ensure data consistency among relevant parties.

Gadurbou affirmed the committee's commitment. It will enhance transparency and public fund disclosure. The committee will also support optimal investment of oil revenues. This serves the public interest.

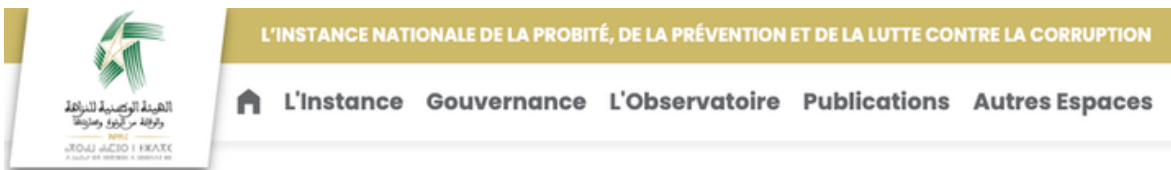
PRESS COVERAGE FOR JORDANIAN INTEGRITY & ANTI-CORRUPTION COMMISSION



Public Prosecutor Detains Accountant Over Alleged Fund Mismanagement

Amman, March 5 (Petra) – The Public Prosecutor for the Integrity and Anti-Corruption Commission ordered the detention of a former government accountant for 15 days at Marka Correctional and Rehabilitation Center pending an investigation into allegations of position exploitation, forgery, and embezzlement of thousands of Jordanian dinars.

According to a Commission statement on Thursday, preliminary investigations indicated that the accountant had misappropriated funds he received and deposited on behalf of companies contracting with the government institution.



From compliance to impact: the central role of integrity indicators in anti-corruption policies.

The National Authority for Probité, Prevention and the Fight against Corruption (INPPLC) took part in the work of the Global Forum on Integrity and the Fight against Corruption of the Organisation for Economic Co-operation and Development (OECD), held in Paris from 23 to 27 March 2026. The Authority actively contributed to several high-level sessions and meetings.

In this context, the Chairman of the Authority, Mohamed Benalilou, spoke at a closed-door side event organized under the theme: "The Role of Data in Strengthening Integrity and Combating Corruption in the MENA Region." On this occasion, he highlighted the growing importance of data and indicators in guiding public policies on combating corruption. He also presented the progress made by Morocco in complying with OECD standards, emphasizing that this process is the result of a collective institutional effort based on the production and use of data.

On the sidelines of the Forum, the Chair of the Authority, accompanied by his delegation, held a series of bilateral meetings with several senior OECD officials, including a working session with Elsa Pilichowski, Director of Public Governance.

The delegation also held a working meeting with Muhannad Hijazi, Chairman of the Integrity and Anti-Corruption Commission of Jordan, to review the modalities for implementing the bilateral work program between the two institutions.

Furthermore, the director of the cooperation and development unit within the Authority took part in the Forum's work through a presentation entitled: "Activating collective action: from design to implementation", highlighting the operational challenges related to the effective realization of commitments.

PRESS COVERAGE FOR FEDERAL OMBUDSMAN OF PAKISTAN



Ombudsman Pakistan plans engagement with Diaspora

Naveed Kamran Baloch, Federal Ombudsman of Pakistan, has stated that his office plans to engage with embassies and consulates worldwide as part of a broader outreach strategy.

In his maiden interview since taken over present responsibilities with Qatar Tribune in Islamabad, Baloch explained that an awareness campaign is being initiated to connect not only with diplomatic missions but also with Pakistani community associations across regions such as North America, Europe, and the Gulf.

He emphasised that these associations hold strong influence within expatriate communities, and the intention is to build active networking and interaction with them.

He elaborated that the Ombudsman's office follows a structured mechanism for complaint resolution, from registration to implementation, with a legal obligation to resolve cases within 60 days. The institution operates through a nationwide network of regional and sub-regional offices and maintains a strong reputation for transparency and accountability, evidenced by the absence of audit objections.

He noted that many of its officials have distinguished backgrounds in Pakistan's civil service and judiciary.

Highlighting evolving challenges, Baloch pointed at the growing impact of technology, including digitalisation and AI, as over 40 percent of complaints are now submitted online. However, he identified lack of public awareness as the most significant challenge, stressing the need to better inform citizens about the Ombudsman's role as a time-bound and accessible forum for grievance redressal.

He also acknowledged issues faced by overseas Pakistanis, noting that past initiatives—such as facilitation centres at airports—were introduced through the Ombudsman's efforts.

He encouraged expatriates to utilise the institution's website to lodge complaints or share recommendations, assuring them of a fair hearing and a committed response.



Sindh to appoint focal person to coordinate with federal ombudsman

Sindh Chief Minister Syed Murad Ali Shah met Federal Ombudsman Naveed Kamran Baloch at the CM House on Friday to discuss strengthening public grievance redress mechanisms and enhancing institutional coordination between the Federal Ombudsman's office and Sindh government.

The CM congratulated Naveed Kamran Baloch on assuming the office of Federal Ombudsman and expressed confidence in his ability to improve service delivery and accountability in federal institutions. In response, the ombudsman thanked the CM for attending his oath-taking ceremony and appreciated the provincial government's support.

Shah described Baloch as an experienced and capable former bureaucrat, and termed his appointment a positive step towards ensuring effective redress of public complaints. He emphasised the need for expanding the outreach of the ombudsman's office in Sindh by establishing more regional and sub-regional offices to facilitate citizens at the grassroots level.

The CM assured full cooperation of the Sindh government with the Federal Ombudsman and announced that the provincial government would link its official portal with the ombudsman's complaint management system.



Ombudsman Naveed Kamran Baloch Directs Improved Facilitation for Complainants, Expands Outreach Measures

ISLAMABAD, Apr 13 (APP):Federal Ombudsman Naveed Kamran Baloch has directed officials to ensure maximum facilitation for complainants visiting the institution.

He emphasized that if a complaint pertains to another federal or provincial ombudsman, it should not be rejected; instead, it must be received and forwarded to the relevant office along with an official letter.

Chairing a monthly review meeting, the Ombudsman stated that initiatives such as the Outreach Complaint Resolution (OCR) program and open courts (Khuli Katcheries) will continue to provide justice closer to people's homes. He added that further measures are being planned to expand these efforts.



Chairman Senate meets Federal Ombudsman, emphasizes timely redressal of public complaints

Pakistan, Naveed Kamran Baloch, called on Chairman Senate, Syed Yousaf Raza Gilani, here at the Parliament House.

The meeting marked a goodwill visit following Naveed Baloch's assumption of office, during which he briefed the Chairman on the performance of the Federal Ombudsman's institution, the system for addressing public complaints, and the delivery of administrative justice.

During the briefing, Federal Ombudsman Naveed Kamran Baloch informed the Chairman that the institution successfully handled over 262,000 complaints related to maladministration in 2025, achieving compliance on approximately 97% of its decisions.

PRESS COVERAGE FOR FEDERAL OMBUDSPERSON OF PAKISTAN AND PAKISTAN'S PROVINCIAL OMBUDSMAN OF SINDH

ARAB NEWS

Ombudsperson lauds Pakistan court verdict advancing women's matrimonial property rights

ISLAMABAD: Pakistan's Federal Ombudsman for Protection Against Harassment (FOSPAH) has welcomed a recent judgment by the Islamabad High Court (IHC) that significantly advances the recognition of matrimonial property rights in Pakistan.

Women's matrimonial property rights in Pakistan have largely remained underdeveloped due to the absence of a comprehensive legal framework that explicitly recognizes shared ownership of assets acquired during marriage.

In most cases, property is registered in the name of the earning spouse, typically the husband, leaving women with limited legal claims despite their substantial non-financial contributions such as caregiving and household management.

In a landmark judgment this week, the IHC ruled that all assets acquired during the subsistence of a marriage, movable or immovable and regardless of the title holder, constitute "matrimonial property" and are subject to equitable distribution between spouses.

"By affirming that a woman's contribution to a marriage is not confined to financial input alone, the Court has underscored the legal value of non-financial contributions, including caregiving, household management, and support to the family unit," the federal ombudsman's office said.

"This marks an important shift toward a more equitable understanding of marriage as a partnership."

BUSINESS RECORDER
Founded by M.A. Zaben

FOSPAH fines state bank Rs500,000 over denying paternity leave

Federal Ombudsman for Protection against Harassment (FOSPAH) Fauzia Viqar has imposed a fine of 500,000 rupees on the State Bank of Pakistan (SBP) for refusing an employee paternity leave.

In a statement, the FOSPAH said the decision was taken after an officer of the central bank's Banking Services Corporation had approached FOSPAH following his paternity leave was refused. The bank had rejected the leave application, citing the absence of a relevant policy, the ombudsman said.

The FOSPAH said this issuing a landmark decision reiterating that it was mandatory for fathers to be granted leave upon the birth of a child, after a 30-day paternity leave request was previously denied.

"Childcare is not solely the responsibility of women. Denying paternity leave is equivalent to undermining the shared responsibility of parents and the best interests of the child," she said, ordering that the complainant officer be granted 30 days of paternity leave with full pay.

The FOSPAH also directed the SBP to formulate a policy in accordance with the Maternity and Paternity Leave Act, 2023. The Act was enacted in June 2023, to provide leave facilities for employees of public and private establishments under the administrative control of the federal government.



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Provincial Ombudsman calls on Sindh Governor

KARACHI - The Governor of Sindh Syed Muhammad Nehal Hashmi met the Provincial Ombudsman of Sindh Mu-hammad Sohail Rajput at the Governor House on Saturday. The Provincial Ombudsman congratulated the Governor Sindh on assuming office. The Provincial Ombudsman and gave a detailed briefing on the steps taken for the immediate delivery of justice to the public. The Sindh Governor appreciated the performance of the Provincial Ombudsman. The Governor said that the role of the Provincial Ombudsman is key in providing relief to the public. He expressed satisfaction over the effective redressal of public complaints. This institution is playing an important role in providing timely justice to the common man, he said.

PRESS COVERAGE FOR PAKISTAN'S PROVINCIAL OMBUDSMAN OF PUNJAB AND PROVINCIAL OMBUDSPERSON OF PUNJAB

DAWN

Ombudsman gets Rs63.7m paid in three months

LAHORE: The Punjab ombudsman office has facilitated the payment of long-pending financial dues amounting to Rs63.7 million to 164 citizens across the province in three months, says a release.

According to the Punjab ombudsman spokesman, the recovered amounts related to educational scholarships, marriage grants, death grants, leave encashment, family pensions, group insurance, financial assistance and other pending government liabilities.

The affected citizens had approached the ombudsman's office after facing delays or denial of payments by the departments concerned. Taking prompt notice of the complaints, the ombudsman issued directives to the relevant departments, which resulted in the disbursement of Rs22.1m to 21 citizens in arrears pertaining to pending dues in various departments, Rs2.27m to five citizens as family pension, and Rs1.56m to seven citizens as death grant. Furthermore, Rs14.45m were paid to 57 citizens as marriage grant, Rs1.45m to 22 citizens in educational scholarships, Rs2.6m to 12 citizens as financial assistance, and Rs14.4m to 29 citizens from the GP Fund. In addition, Rs1.75m were disbursed to five citizens as leave encashment, Rs1.2m to three citizens as group insurance, and Rs1.87m to three citizens in connection with OSD posts.



Punjab Ombudsperson Pushes Women's Rights Outreach, Reviews Stitching Unit At Qasr-e-Behood

FAISALABAD, (APP - UrduPoint / Pakistan Point News - 25th Apr, 2026) Punjab Ombudsperson for Protection against Harassment Dr Najma Afzal underscored the importance of safeguarding women's rights and expanding economic opportunities to this segment of the society.

During her visit to Qasr-e-Behood, she reviewed ongoing activities at the stitching unit and interacted with women workers.

She highlighted the measures being taken by the ombudsperson office to ensure protection of women's rights and elaborated on key provisions of the Women Protection Act.

She said that awareness and access to legal remedies were essential to empower women and enable them to contribute effectively to society.

The ombudsperson reiterated her commitment to continue working for the welfare, protection and empowerment of women particularly by promoting skills development initiatives and strengthening institutional support mechanisms.

BUSINESS RECORDER

Punjab appoints Dr Najma Afzal Khan as Women Ombudsperson

ISLAMABAD: The Government of Punjab has appointed Dr Najma Afzal Khan as the Women Ombudsperson under the Protection of Women from Harassment at the Workplace Act, 2010, following a strict judicial intervention by the Lahore High Court (LHC) exercising its constitutional jurisdiction. The appointment ends a prolonged and unjustified vacancy in a mandatory statutory office created to safeguard women workers across the province.

According to well-placed sources, the LHC had earlier taken serious notice of the government's failure to fill this crucial post. Acting on a constitutional petition moved by a female employee of Advocate General Punjab (AGP), the LHC issued directions and sought a formal written reply from the Government of Punjab, demanding an explanation for the prolonged and unjustified delay in filling the mandatory statutory office of Women Ombudsperson

The constitutional petition was brought before the LHC by a female employee of the office of AGP, who approached the court through her legal counsel, Waheed Shahzad Butt. The petitioner highlighted that the continued absence of a duly appointed Women Ombudsperson had effectively rendered the statutory protection mechanism under the Act non-functional, leaving aggrieved women workers without a designated forum to seek relief.

PRESS COVERAGE FOR PAKISTAN'S PROVINCIAL OMBUDSPERSON OF KHYBER PAKHTUNKHWA

**BUSINESS
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KP Ombudsperson resolves property disputes worth Rs2.33bn

PESHAWAR: The Ombudsperson Secretariat, Government of Khyber Pakhtunkhwa, conducted 9,970 hearings over the past nine months, resolving property disputes worth Rs2.33 billion through 150 commissions, said a performance report.

According to Human Rights Coordinator Dr. Rabia Gul the number of monthly decisions increased significantly from 20 in July 2025 to 221 by March 2026, following the appointment of the Ombudsperson Rabab Mehdi.

Official data showed that 96 commissions settled cases worth Rs1.36bn between July and December, while 54 commissions resolved disputes amounting to Rs970 million in January and February.

Open courts (Khuli Kacheris) were held at the divisional level in the presence of commissioners and police officials. In Peshawar, around 2,500 citizens attended, where 1,600 inheritance and 900 human rights cases were taken up, with relief provided in 98 per cent of cases.

In Abbottabad, property worth over Rs50 million was restored, while similar sessions in Mardan and Malakand saw on-the-spot disposal of complaints and registration of new cases.

The secretariat reported a reduction in waiting time for hearings after introducing a daily cause list of 80 to 90 cases, with dates now being issued within 15 to 20 days. A 17-year-old pending case in Peshawar was among those decided, while in another instance, a complainant was given possession of property despite resistance, including a reported firing incident.

Around 70 per cent of cases were resolved through mediation, while 6,895 cases were referred to relevant institutions, including the National Commission for Human Rights, police authorities, and family courts. Ombudsperson Rabab Mehdi said the institution would continue efforts to protect women's rights and improve access to justice.




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