

# THE OMBUDSMAN OBSERVER



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### **Almas Ali Jovindah**

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# The President's Message

Dear Esteemed OICOA Members and Colleagues,

It is my pleasure to address you through the June 2026 edition of the OICOA e-Newsletter.

Today, Ombudsman institutions play a vital role protecting human rights, strengthening the rule of law, promoting good administration, and ensuring that public services are delivered in a more transparent, accessible, and people-centered manner. As one of the fundamental pillars of democratic societies, Ombudsman mechanism not only protects individual rights but also makes a significant contribution to enhancing accountability, participation, and justice.

With this understanding and commitment, the Ombudsman Institution of the Republic of Türkiye continued its work throughout May with determination, actively engaging in various national and international contacts and activities.

Furthermore, on the occasion of World Environment Day on 5 June, I would like to emphasize the importance of environmental protection and sustainable development. Protecting the right to a healthy environment is not only essential for ensuring a safe and healthy life, but also a shared responsibility toward future generations. Today, sustainability and environmental awareness have become inseparable components of human rights.

As the Ombudsman Institution of Türkiye, in close cooperation and solidarity with esteemed OICOA members, we are determined to continue strengthening cooperation at both national and international levels, sharing best practices, and contributing to the advancement of citizen-oriented public administration.

I would like to conclude by expressing my hope that this issue of our newsletter will be beneficial for all our members and the Ombudsman community, and I wish you continued success in your work.



**Mehmet Akarca**

PRESIDENT (OICOA)

CHIEF OMBUDSMAN OF TURKIYE

# The Secretary General's Message

Esteemed OICOA Members and Colleagues,

It is a pleasure to share with you the June 2026 edition of our monthly newsletter. As we review the activities of the past month, it is incredibly encouraging to see our member institutions taking proactive steps not only to resolve grievances but to actively reshape the landscape of administrative justice.

Our global footprint was vividly on display at the recent International Ombudsman Conference in Italy, graciously hosted by the Italian Ombudsman, Hon'ble Mr. Marino Fardelli. I was deeply impressed by the healthy and vibrant representation from our network, including the Ombudsman Institution of Türkiye, the Human Rights Commissioner of Azerbaijan, Pakistan's Presidential Secretariat and FOSPAH, the Provincial Ombudsman of Punjab, and the Mediator of the Ivory Coast. It is always a proud moment to see OICOA Members taking the global stage to highlight the critical role of ombudsman institutions. By openly sharing international best practices and acknowledging modern-day challenges, they are paving the way for the swift and efficacious dispensation of justice across borders.



This commitment to expansive, empathetic justice is equally evident in how we protect those furthest from home. The recent strategic meeting between Pakistan's Federal Ombudsman and OICOA Member Hon'ble Mr. Naveed Kamran Baloch, with Pakistan's Foreign Secretary is a masterclass in extending the state's protective umbrella. By permanently embedding grievance redressal mechanisms within global diplomatic missions, Mr. Baloch has affirmed a vital democratic principle: a citizen's fundamental right to equitable treatment and timely administrative support does not diminish at the national border.

A similarly forward-thinking approach to public service is taking root in Morocco. The landmark Memorandum of Understanding recently signed between the Mediator of Morocco and the General Directorate of National Security serves as an exceptional model for institutional modernization. This partnership illustrates perfectly how inter-departmental trust and technological integration can directly elevate the citizen experience and streamline complex procedures. In a similar vein, the alliance forged by Khyber Pakhtunkhwa's Ombudsperson, Hon'ble Ms. Rubab Mehdi, with the Provincial Assembly of KPK Province is a strategic masterstroke. Directly linking the ombudsman's office with legislative power significantly fortifies democratic resilience and the protection of citizens' rights.

I am also delighted to welcome new leadership to our ranks. I extend my warmest congratulations to Hon'ble Mr. Kassim Haroun Ali on his appointment as the Mediator of Djibouti, and look forward to the fresh perspectives he will bring to our network.

I pray for enduring peace worldwide and lasting harmony among the Muslim Ummah. I wish you all continued success in your mandates and in the swift and efficacious dispensation of justice.

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 present the June 2026 edition of our newsletter. Over the past month, we have seen an extraordinary commitment across our network to refine how we deliver administrative justice in an increasingly complex and fast-paced era.

A focal point of this effort was the International Ombudsman Conference in Rome. I offer my sincere gratitude to Italian Ombudsman, Hon'ble Mr. Marino Fardelli, a steadfast friend to our association, for his exceptionally warm reception of our delegates. I noted with distinct pride that OICOA members and board representatives actively steered the dialogue on some of the most pressing governance questions of our time. Rather than simply participating, our delegates took the lead in addressing the nuances of institutional digitization, technological advancement, and specifically, the intricate challenges Artificial Intelligence poses to the ombudsman mandate. Ensuring that AI serves administrative fairness rather than obscuring it is a critical frontier, and our network is confronting it head-on.



This same drive for modernization and proactive governance is evident across our member states. We highly commend the Human Rights Commissioner of Azerbaijan, Hon'ble Sabina Aliyeva, for her vital contributions at the recent Urban Forum, successfully linking administrative oversight with sustainable city planning. Equally impressive is the General Inspection Organization of Iran; their successful launch of the SIHAF system marks a remarkable leap forward in establishing transparent, technology-driven performance appraisal and complaint handling.

Congratulations are also in order for Pakistan's Provincial Ombudsman of Sindh and Asian Regional Director of International Ombudsman Institute, Hon'ble Mr. Mohammad Sohail Rajput, who submitted his office's Annual Report to Chief Minister of Sindh H.E. Mr. Murad Ali Shah, which reflected impressive complaint handling and management statistics for the year 2025. I also applaud the highly proactive approach of the KPK Ombudsperson, Hon'ble Barrister Rubab Mehdi, who recently formalized a strategic working alliance with the provincial assembly to better safeguard citizens' rights at the legislative level.

I also extend my warmest congratulations to H.E. Mr. Kassim Haroun Ali on his recent appointment as the Mediator of the Republic of Djibouti. Stepping into this vital role as a seasoned politician, he brings with him a profound understanding of statecraft and public service. We are confident that his wealth of experience and strategic vision will greatly enrich our collective mission and deepen our regional impact.

I am also incredibly proud of Mr. Jahan Khan Cheema, who previously interned with both the OICOA Secretariat and the Federal Tax Ombudsman of Pakistan, for receiving a special commendation from Hon'ble Mr. Marino Fardelli for his coordination efforts at the International Ombudsman Conference. It is deeply rewarding to watch our emerging professionals excel on the global stage.

In closing, I pray for divine guidance and lasting tranquility for the Muslim Ummah and the global community alike. May we be granted the unwavering strength to fulfill our sacred duties, ensuring that the rights of the vulnerable are always fiercely protected under our watch.

With profound regards,

**Almas Ali Jovindah**  
EXECUTIVE SECRETARY (OICOA)



## OMBUDSMAN INSTITUTION OF TÜRKIYE

### President of OICOA and Chief Ombudsman of Türkiye, Hon'ble Mr. Mehmet Akarca, Paid a Visit to the Head of the Council of Europe Programme Office in Ankara, Mr. William Massolin

On May 13, 2026, the Chief Ombudsman of Türkiye, Hon'ble Mr. Mehmet Akarca, led an official delegation to the Council of Europe Programme Office in Ankara. The delegation, which included Ombudsman Hon'ble Ms. Fatma Benli Yalçın and Secretary General Mr. Mehmet Doğan, met with the Head of the Office, Mr. William Massolin, to foster institutional dialogue.

The meeting centered on the indispensable role that ombudsman institutions play in safeguarding and advancing fundamental human rights. Both parties engaged in a productive exchange of views regarding potential joint projects, highlighting a shared commitment to strengthening bilateral ties and developing collaborative frameworks. During the visit, Mr. Akarca officially presented Mr. Massolin with the Turkish Ombudsman Institution's 2025 Annual Report. The delegation also shared their comprehensive special report on Combating Violence Against Women, showcasing their proactive initiatives in addressing critical societal challenges.



### Ambassador of the Russian Federation to Türkiye, H.E. Sergey V. Vershinin, Paid a Visit to President of OICOA and Chief Ombudsman of Türkiye, Hon'ble Mr. Mehmet Akarca



On May 21, 2026, the Ambassador of the Russian Federation to Türkiye, H.E. Mr. Sergey V. Vershinin, paid a formal courtesy visit to Hon'ble Mr. Mehmet Akarca, who serves concurrently as the President of the OIC Ombudsman Association and the Chief Ombudsman of Türkiye. The meeting was also attended by the Secretary General of the Ombudsman Institution of Türkiye, Mr. Mehmet Doğan.

The primary focus of the diplomatic engagement was to discuss avenues for enhanced bilateral collaboration. During the productive talks, both parties expressed a strong mutual intention to maintain and significantly strengthen the working relationship between the Ombudsman institutions of the Russian Federation and Türkiye.

Mr. Akarca and Mr. Vershinin took the opportunity to commend each other's recent achievements in the field of administrative justice. They mutually appreciated the ongoing efforts of both institutions to handle citizen grievances effectively, acknowledging that sharing practical experiences and operational strategies is highly beneficial for both nations.

The meeting concluded with a shared consensus that continuous dialogue and reciprocal support remain essential. By regularly exchanging insights on public administration and complaint resolution mechanisms, both offices aim to build more resilient frameworks for protecting the rights of their citizens.

## Ombudsmen of Türkiye Attended the Joint Subcommittee Meeting of the Parliament



On May 13, 2026, a delegation of Turkish Ombudsmen participated in a formal convening of the Joint Subcommittee of the Grand National Assembly of Türkiye. The delegation, comprising Mr. Ertunç Erkan Balta, Ms. Fatma Benli Yalçın, Mr. Abdullah Cengiz Makas, Mr. Özcan Yıldız, and Mr. Şerif Yılmaz, engaged directly with legislative members from both the Petition Committee and the Human Rights Inquiry Committee.

The session centered on the critical issue of administrative responsiveness and the resolution of interagency friction. Parliamentary committee members reviewed testimonies from representatives of various public administrations that had previously exhibited a reluctance to implement the Ombudsman Institution's recommendations or fulfill official requests for documentation throughout 2025.

To provide substantive context to these challenges, the attending Ombudsmen delivered specialized briefings outlining pivotal decisions within their respective jurisdictions. These presentations illuminated the operational realities of the institution, highlighting the absolute necessity of transparent information sharing to effectively resolve public grievances and uphold equitable governance.

The ensuing dialogue reflected a unified legislative front aimed at fortifying administrative justice. Members of Parliament conveyed their steadfast support for the Ombudsman Institution, commending its rigorous oversight and diplomatic persistence. Both the legislators and the ombudsmen affirmed their shared objective to cultivate a culture of responsive governance, recognizing that seamless institutional collaboration is the cornerstone of protecting citizens' rights.

## Ombudsman of Türkiye Hon'ble Mr. Ertunç Erkan Balta participated as a speaker at the International Ombudsman Conference in Rome hosted by Italian Ombudsman (Lazio Region) Hon'ble Mr. Marino Fardelli



Ombudsman of Türkiye, Hon'ble Mr. Ertunç Erkan Balta participated as a speaker at the International Ombudsman Conference held in Rome on 27-29 May 2026, hosted by Hon'ble Mr. Marino Fardelli, Ombudsman of Lazio and President of the Italian National Coordination of Ombudsmen. The conference was a fruitful event that provided an opportunity for the international exchange of experience and knowledge.

In his speech on "New Global Challenges: Complex Administrative Structures, Digitalization and Citizens' Rights," Mr. Balta emphasized that digital transformation is fundamentally changing not only the daily lives of individuals but also the functioning of public administration, and that Ombudsman institutions should not remain outside this digital transformation. He also shared the experiences of the Ombudsman Institution of Türkiye in this framework.

Mr. Balta met with Mr. Marino Fardelli and congratulated him on the successful organization of the conference. Both parties agreed to further strengthen cooperation and maintain close dialogue in the future.



**HUMAN RIGHTS COMMISSIONER OF AZERBAIJAN**

**OICOA Board Member and Human Rights Commissioner of Azerbaijan Hon'ble Sabina Aliyeva participated in the International Ombudsman Conference in Italy**

The Commissioner for Human Rights of the Republic of Azerbaijan and OICOA Board Member, Hon'ble Ms. Sabina Aliyeva, participated in the International Ombudsman Conference held in Italy under the theme 'Civic Protection, Rights, and Democratic Innovation.'

During her speech at one of the sessions, 'The Future of the Ombudsmanship in the World,' the Ombudsman noted that technological advancement and the digitalization process have created new challenges in the fields of human rights and freedoms, personal data protection, and digital equality. Ms. Sabina Aliyeva emphasized that ombudsmen and NHRIs are essential democratic mechanisms that facilitate legal dialogue between the state and citizens, serving the effective protection of human rights.



She also provided information on her activities aimed at protecting human rights and freedoms, noting that the Human Rights Commissioner (Ombudsman) of Azerbaijan functions as the national preventive and independent monitoring mechanism, introduces initiatives for improving legislation, and carries out awareness-raising activities. Ms. Aliyeva also noted that the application of digital technologies plays an important role in the protection of human rights, adding that the '916' Call Center, the official website, and social media platforms facilitated establishing more accessible and prompt appeal mechanisms for citizens. She also brought to attention that disinformation, information manipulation, and cyber threats pose new risks to the protection of human rights. She emphasized the importance of strengthening international cooperation, the exchange of experience and information, joint initiatives, and international solidarity among ombudsman institutions.



**Memorandum of Cooperation signed between the Office of Human Rights Commissioner of Azerbaijan and the Azerbaijan Confederation of Trade Unions**

A Memorandum of Cooperation has been signed between the Office of the Human Rights Commissioner (Ombudsman) of the Republic of Azerbaijan and the Confederation of Trade Unions of Azerbaijan. During her speech at the signing ceremony, OICOA Board Member and Human Rights Commissioner of Azerbaijan, Hon'ble Ms. Sabina Aliyeva noted that the Memorandum is of great importance in terms of protecting human rights and freedoms, especially more effective provision of labor and socio-economic rights, and strengthening institutional cooperation in this area.

Ms. Sabina Aliyeva noted that cooperation between the Ombudsman institution and trade unions is important in terms of more effective protection of human rights, labor and socio-economic rights, restoration of violated rights, and development of legal culture.

She also emphasized that the signed Memorandum will form the basis for a new stage of cooperation between the two institutions, make a significant contribution to further strengthening existing cooperative relations and gaining positive experiences in the field of labor rights protection. At the meeting, Sahib Mammadov, Chairman of the Confederation of Trade Unions of Azerbaijan, emphasized that the comprehensive development strategy of our country, founded by the Great Leader Heydar Aliyev, is being successfully continued under the leadership of the President of the Republic of Azerbaijan, Mr. Ilham Aliyev, and that human rights and freedoms, including labor rights, are reliably protected. Effective cooperation is being carried out with the Ombudsman institution, which plays an important role in this area.

It should be noted that the Memorandum signed between the Ombudsman's Office and the Azerbaijan Confederation of Trade Unions envisages holding awareness-raising events on labor rights, increasing legal knowledge, effectively protecting the rights of vulnerable groups, as well as expanding cooperation towards improving labor legislation.

## Human Rights Commissioner of Azerbaijan Addresses the 13<sup>th</sup> Session of the UN World Urban Forum Held in Baku

The Human Rights Commissioner of the Republic of Azerbaijan and OICOA Board Member, Hon'ble Ms. Sabina Aliyeva, recently addressed the thirteenth session of the UN World Urban Forum to advocate for the rights of marginalized communities. Speaking at an international training titled "Inclusive Cities and Independent Living for People with Disabilities," the Ombudsman emphasized the urgent need for comprehensive urban development. The session provided a vital platform for global stakeholders to evaluate current infrastructure standards and discuss actionable strategies for fostering highly inclusive community environments.

During her address, Ms. Aliyeva highlighted that true accessibility extends far beyond physical accommodations like ramps and elevators. She articulated a holistic vision where individuals can freely navigate education, employment, healthcare, and public services without encountering systemic obstacles. The Ombudsman pointed out that poorly designed environments, inadequate public transportation, and inaccessible digital services severely restrict the ability of persons with disabilities to live independently and participate equally in society.



Operating as an independent monitoring mechanism, the Azerbaijani Ombudsman Institution plays a critical role in promoting the UN Convention on the Rights of Persons with Disabilities. Ms. Aliyeva utilized the forum to reinforce this specific mandate, noting that identifying infrastructural deficits and proposing substantiated solutions remain essential duties of her office. She advocated strongly for universal design principles, reminding attendees that inclusive cities ultimately create safer and more comfortable living conditions for all citizens.

The international training concluded with a unified consensus on the absolute necessity of integrating accessibility criteria from the very initial stages of urban planning. Ms. Aliyeva expressed her confidence that these collaborative discussions would significantly enhance future policy frameworks. Participants mutually appreciated the valuable opportunity to strengthen cooperative ties among government agencies, civil society, and international organizations, while reaffirming their collective commitment to dignified and equitable access for everyone.

## Hon'ble Sabina Aliyeva Hosts Slovak Parliamentarians to Advance Bilateral Ties



OICOA Board Member and the Human Rights Commissioner of the Republic of Azerbaijan, Hon'ble Ms. Sabina Aliyeva, recently hosted a formal diplomatic meeting with Ms. Marcela Čavojová and Ms. Zuzana Matějčková, visiting members of the Slovak National Council. The engagement served to reaffirm the close diplomatic ties between the two nations and foster greater cross border institutional cooperation. During the discussions, Ms. Aliyeva detailed the recent expansions of her mandate, highlighting the establishment of specialized monitoring groups dedicated to ensuring equality and preventing discrimination. She also reflected on a highly productive prior meeting with her Slovak counterpart, emphasizing that the ombudsman institutions of both nations share a solid foundation of friendship and strategic partnership.

The Slovak representatives expressed their sincere appreciation for the comprehensive human rights initiatives undertaken by the Azerbaijani Ombudsman. Both parties mutually acknowledged the successful collaboration between their countries, taking a moment to appreciate the active participation of Slovak enterprises in the ongoing regional reconstruction and development efforts.



**GENERAL INSPECTION ORGANIZATION OF IRAN**

**Hon'ble Justice Dr. Zabiullah Khodaeiyan Commends GIO Officers for Providing Exceptional Services to Citizens During US Iran War and Praises National Solidarity of Iranians**



Vice President of OICOA and President of the General Inspection Organization (GIO) of Iran, Hon'be Justice Dr. Zabiullah Khodaeiyan commended the dedicated efforts of GIO managers and inspectors who remained on the front lines to serve the public during the recent 100-day period of war. By operating dedicated "Service Desks" along the routes of nightly public gatherings in Tehran, these field stations, established under the direct mandate of the Head of the Judiciary, ensured that citizens had immediate, face-to-face access to grievance redressal and responsive administrative support amidst the ongoing conflict.

Mr. Khodaeiyan lauded the Iranian public's steadfast presence and described it as a powerful display of iron will and national resolve. He noted that the united participation of all segments of society demonstrated exemplary insight and reinforced an unbreakable bond between the people and the foundational ideals of the country. This united front, he emphasized, served as an impregnable barrier against external pressures and excessive global demands during a critical period of national defense. Dr. Khodaeiyan paid special tribute to the strategic and civic role of women during this period. He stated that the conscious and courageous presence of Iranian women has written a golden chapter in the nation's contemporary history, emphasizing that their profound understanding and commitment to safeguarding the homeland are essential to the country's enduring stability and strength.

In his closing remarks, Dr. Khodaeiyan reaffirmed the GIO's complete backing of the Armed Forces in their mission to secure the homeland and deter foreign aggression. He stressed that all state institutions stand united behind the military's decisive actions, expressing absolute confidence that Iran's path forward remains clear under the continued strategic guidance of the Leader of the Islamic Revolution.

**GIO Iran Introduces SIHAF to Shield Whistleblowers, Enhance Institutional Transparency, and Combat Corruption**

In a landmark move to strengthen administrative integrity and combat financial misconduct, the General Inspection Organization (GIO) of Iran has officially launched the Integrated System for Supporting Corruption Whistleblowers, known as SIHAF.

Unveiled in the presence of senior judicial officials, the platform marks a pivotal shift in modern governance by transforming citizens from passive recipients of public services into active social overseers. The system operationalizes the Law on Supporting Corruption Reporters, approved in late 2023, by providing a secure, digital pipeline between the public and the nation's top judicial and intelligence bodies.

Available nationwide at SIHAF.ir, the system is engineered to prioritize whistleblower security. Recognizing that the effective detection of hidden corruption relies heavily on insider information, SIHAF allows citizens and government employees to submit detailed reports either anonymously or with full identification. The platform features end-to-end tracking, enabling users to upload evidentiary documents, monitor the review process, and access statutory guarantees of occupational and social security to prevent retaliation.

Upon submission, reports are automatically screened and routed to the appropriate specialized agencies, including public prosecutors' offices, the Ministry of Intelligence, and the Islamic Revolutionary Guard Corps Intelligence Organization. The GIO reports that the system is already yielding significant results in identifying administrative and economic violations. Operational data up to May 12, 2026, reveals that 339 reports were deemed eligible for formal review, comprising 239 identified and 100 anonymous submissions. Of these, 248 cases are currently under active investigation by receiving bodies, 41 have been successfully closed, and 9 high-priority cases have been escalated directly to competent judicial authorities.

The launch of SIHAF brings a practical approach to public accountability in Islamic Republic of Iran. By providing clear, legal protections for whistleblowers, the General Inspection Organization is making it safer for everyday citizens to call out misconduct. The GIO urges anyone who witnesses financial or administrative wrongdoing to use the platform at SIHAF.ir, reiterating that the department is fully prepared to protect the identity, safety, and jobs of those who step forward.





**MEDIATOR OF THE KINGDOM OF MOROCCO**

**Mediator of the Kingdom of Morocco Hosts Joint Symposium on Public Policy and Sustainable Development**

On May 22, 2026, the Institution of the Mediator of the Morocco in Rabat launched a comprehensive study day centered on "Public Policy Analysis in the Horizon of Sustainable Development." This academic event was organized in strategic partnership with the Center for Studies and Research in Social Sciences and the Department of Public Law and Political Science at the Faculty of Legal, Economic and Social Sciences Agdal.

The Mediator of Morocco and OICOA Board Member, Hon'ble Mr. Hassan Tariq, inaugurated the session by outlining the foundational framework of the initiative. He expressed strong optimism that this collaborative platform will actively enhance the efficiency and practical implementation of future public policies. Echoing this constructive sentiment, Mr. Abdallah Saaf, Director of the research center, emphasized the critical need to embed a rigorous culture of policy analysis as a fundamental mechanism for driving sustainable regional development.



Expanding on the academic dimensions of the initiative, Mr. Jawad Nouhi, Head of the Public Law Department, urged participants to deeply examine the evolving roles of public policy through various theoretical lenses. Throughout the discussions, academic representatives highly commended the Mediator of the Kingdom for its pivotal role in refining governance and advancing administrative justice. The delegates mutually appreciated the ongoing, dedicated efforts of scholars and public servants alike to elevate the standard of political and academic discourse in Morocco. The symposium concluded with a shared recognition that closely aligning academic research with administrative oversight is vital for systemic national progress. Both institutional leaders and academic experts reaffirmed their mutual intention to sustain this collaborative momentum. By effectively bridging the gap between theoretical analysis and practical governance, the involved parties aim to cultivate more transparent, responsive, and sustainable public administration frameworks.

**Mediator of Morocco and General Directorate of National Security Sign Landmark Agreement to Modernize Public Services**

On May 21, 2026, the Institution of the Mediator of the Kingdom of Morocco formalized a strategic cooperation agreement with the General Directorate of National Security in Rabat. Signed during the official Open Doors events of the National Security, this pivotal partnership is designed to significantly enhance institutional coordination, simplify administrative procedures, and elevate the overall quality of public service delivery for citizens.

The core of the agreement focuses on accelerating digital transformation across administrative platforms. By establishing a robust technical coordination framework, the National Security sector will assist the Ombudsman institution in streamlining the processing of citizen grievances. This technological integration is specifically tailored to reduce administrative bottlenecks, ensuring that public requests and ongoing files are handled with maximum speed, efficiency, and accuracy.



During the signing ceremony, officials from both institutions engaged in a constructive dialogue regarding the critical need for secure, modern governance. The representatives mutually appreciated each other's dedication to improving the citizen experience. Security leadership commended the Mediator for its vital role in resolving administrative disputes, while the Ombudsman praised the Directorate for supplying the advanced technological tools necessary to protect personal data and facilitate seamless communication with the public.

## Mediator of Morocco Signs Strategic Partnership with Abdelmalek Essaâdi University to Promote Academic Governance



On May 18, 2026, the Mediator of the Kingdom of Morocco and OICOA Board Member, Hon'ble Mr. Hassan Tariq, and the President of Abdelmalek Essaâdi University, Mr. Bouchta El Moumni, formally signed a strategic partnership agreement in Tétouan. The collaboration is designed to strengthen the Mediator of Morocco's direct engagement with the academic community, actively promoting a robust culture of public service, justice, and administrative equity within the higher education sector.

Preceding the official signing ceremony, the university hosted a high level symposium titled "Governance Bodies and the Moroccan University: What Roles in Consolidating Governance and Enhancing Trust?" Organized in collaboration with the Moroccan Center for

Studies and Research in Economics and Sustainable Development, the session featured a comprehensive lecture delivered by Mr. Tariq. The event drew a distinguished audience that included university deans, researchers, students, and representatives from civil society and regional administrative offices. During the engaging discussions, both institutional leaders highlighted the profound connection between academic excellence and transparent governance. They mutually appreciated the proactive steps taken by both entities to bridge the gap between theoretical learning and practical administrative justice. Mr. El Moumni commended the Ombudsman institution for its relentless dedication to protecting civic rights, while Mr. Tariq praised the university's vibrant academic environment and its crucial role in shaping ethically minded future public servants.

## Hon'ble Mr. Hassan Tariq Signs Strategic Partnership to Enhance Public Access at African Open Government Conference

On May 5, 2026, the Mediator of the Kingdom of Morocco and OICOA Board Member, Hon'ble Mr. Hassan Tariq, participated in the African Open Government Conference in Rabat. Organized by the Ministry of Digital Transition and Administration Reform in partnership with the Support Program for Open Governments in Francophone Countries, the regional event was convened under the overarching theme "Towards an Open Africa."

On the sidelines of this conference, Mr. Tariq officially signed a bilateral partnership agreement with the Minister of Digital Transition and Administration Reform, H.E. Ms. Amal El Fallah Seghrouchni. The primary objective of this strategic cooperation is to fundamentally improve citizen access to public facilities and enhance the overall quality of administrative interactions. During the signing ceremony, both officials engaged in a highly constructive dialogue regarding the intersection of digital innovation and administrative equity. They mutually appreciated the unified efforts of their institutions to foster transparent governance. Minister Seghrouchni commended the Ombudsman institution for its steadfast dedication to protecting civic rights, while Mr. Tariq praised the Ministry's proactive approach to modernizing state services.



By aligning rigorous institutional oversight with comprehensive digital reforms, this collaborative initiative sets a strong precedent for responsive public administration. The partnership ensures that technological advancements in the public sector will directly support equitable, efficient, and accessible services for all citizens across the nation.



**OMBUDSMAN OF THE KINGDOM OF BAHRAIN**

**Hon'ble Ms. Ghada Hameed Attends the Signing Ceremony of 'Document of Loyalty & Support'**

The Secretary General of the Ombudsman of the Kingdom of Bahrain and OIC Ombudsman Association Board Member, Hon'ble Ms. Ghada Hameed Habib, presided over a formal assembly where the executives and staff of the Ombudsman Secretariat collectively executed a "Document of Loyalty and Support" dedicated to His Majesty King Hamad bin Isa Al Khalifa. This institutional initiative served as an official expression of civic fidelity based on the absolute alignment of the Ombudsman of Bahrain with the Kingdom of Bahrain's foundational leadership during a period of comprehensive structural development within the Kingdom.



The signing ceremony drew widespread participation from across the specialized administrative divisions of the Ombudsman

Secretariat, which signified a unified institutional commitment to the overarching national strategies directed by His Majesty. Under the leadership of Ms. Ghada Hameed, the endorsement of this document represents a formal reaffirmation of the Ombudsman Secretariat's operational role in supporting systemic national progress. The collective action emphasizes the vital nexus between rigorous institutional governance and the broader objectives of state stability and modernization.

During the proceedings, Ms. Hameed commended the administrative personnel for their sustained professionalism and adherence to the principles of public accountability. She observed that the structural milestones achieved by the Secretariat are directly attributable to the robust judicial and statutory frameworks established under the current administration. In turn, the assembly expressed its appreciation for her strategic guidance, noting that her oversight continues to enhance the efficacy and regional prominence of Bahrain's independent accountability mechanisms.



**OMBUDSMAN OF REPUBLIC OF INDONESIA**

**Indonesian Ombudsman Inspects West Jakarta Immigration Office to Ensure Service Continuity Amid Investigation**



The leadership of the Indonesian Ombudsman conducted a direct monitoring visit to the West Jakarta Class I Special Non-TPI Immigration Office to guarantee the continuity and integrity of public services. Led by Deputy Chairman Rahmadi Indra T and Member Syafrida R. Rasahan, the oversight initiative aimed to ensure operational transparency, accountability, and professionalism. This intervention follows heightened public scrutiny surrounding an active legal investigation into alleged irregularities in residence permit issuances involving the Head of the West Jakarta Immigration Office and associated parties.

Although direct inspections confirmed that standard operations remain fully functional and procedurally compliant, the delegation identified a critical vulnerability concerning Limited Stay Permit (KITAS) applications processed through third party agents. To mitigate the attendant risks of administrative irregularities and potential abuse of authority, the Ombudsman recommended the immediate fortification of validation and verification frameworks for all represented applicants. Consequently, the oversight body will maintain active supervision over the implementation of these corrective measures, leveraging this evaluation to reinforce transparent governance and permanently safeguard the integrity of the immigration sector.

**The Indonesian Ombudsman Conveys the Focus of Religious Education Supervision During Meeting with the Minister of Religion**

The Indonesian Ombudsman conveyed a number of focuses on public service supervision within the Indonesian Ministry of Religious Affairs, starting from supervision of New Madrasah Student Admissions (PMBM), Investigations on Their Own Initiatives (IAPS) regarding allegations of extortion in madrasas, IAPS regarding allegations of violence in Islamic boarding schools, to supervision of various other strategic religious education programs.



This was conveyed by the Member of the Indonesian Ombudsman, Nuzran Joher during a coordination meeting with the Indonesian Minister of Religion, Nasaruddin Umar on 26<sup>th</sup> May 2026 at the Ministry of

Religion Office, Central Jakarta. In the meeting, Nuzran emphasized that the Indonesian Ombudsman continues to carry out its public service oversight function by receiving and following up on public reports regarding alleged maladministration within the Indonesian Ministry of Religion, including carrying out preventive measures and investigating public reports. "Today, we are coordinating and collaborating in accordance with the functions and duties of the Indonesian Ombudsman, namely receiving and following up on public reports regarding alleged maladministration and taking preventive measures," said Nuzran.

On that occasion, the Indonesian Ombudsman highlighted supervisory findings related to alleged extortion in madrasahs. In 2025, the Indonesian Ombudsman received 32 public reports regarding alleged extortion in madrasahs. "The majority of reports we received concerned costs related to supporting learning activities, such as unofficial school fees (SPP) or school committee fees, the purchase of worksheets (LKS) books, tutoring fees, extracurricular activities, and mandatory donations," Nuzran explained. In addition, the Indonesian Ombudsman also found that there were levies when accepting new students, such as registration fees, re-registration fees, uniform fees, and development fees. The Indonesian Ombudsman also noted a regulatory change in the latest technical guidelines, which no longer includes a clause prohibiting levies. In addition to the issue of extortion, the Indonesian Ombudsman is also conducting an IAPS regarding alleged acts of violence in Islamic boarding schools. During the meeting, the Indonesian Ombudsman also conveyed a number of routine monitoring programs, including the Public Service Monitoring Opinion, which requires support and cooperation from the ranks of the Ministry of Religion.

Minister of Religion, Mr. Nasaruddin Umar welcomed the external intervention, noting that the Ombudsman's independent oversight provides crucial systemic visibility that supplements the ministry's internal auditing capacity across its extensive network of over 4,700 units. Moving forward, both institutions committed to a comprehensive cooperative framework encompassing public service monitoring opinions alongside joint developmental initiatives, including educational digitalization, infrastructure revitalization, teacher welfare enhancements, and a free nutritious meal program designed to ensure transparent and excellent public service delivery.



**FEDERAL TAX OMBUDSMAN OF PAKISTAN**

**Federal Tax Ombudsman of Pakistan hosts the 32<sup>nd</sup> Meeting of the Forum of Pakistan Ombudsman**



On May 7, 2026, the Federal Tax Ombudsman Secretariat in Islamabad hosted the 32<sup>nd</sup> Meeting of the Forum of Pakistan Ombudsman (FPO) via a hybrid format.

The session was chaired by the Federal Ombudsman of Pakistan and OICOA Member, Hon'ble Mr. Naveed Kamran Baloch, in the absence of FPO President and Federal Tax Ombudsman of Pakistan, Hon'ble Mr. Zafar Hijazi. The proceedings were moderated by the Executive Secretary of the FPO and OIC Ombudsman Association, Mr. Almas Ali Jovindah. The meeting was also attended in person at the secretariat by the Federal

Ombudsperson for Protection Against Harassment and OICOA Member, Hon'ble Ms. Fauzia Viqar. Rest of the Federal and Provincial Ombudsmen and Ombudspersons attended the meeting virtually due to ongoing austerity measures in place by the government of Pakistan.

A primary focus of the introductory segment of the meeting was extending formal welcome to newly appointed Provincial Ombudsperson of Punjab, Hon'ble Dr. Najma Afzal Khan, Ombudsperson of Balochistan, Hon'ble Ms. Tahira Parveen and Ombudsman of Azad Jammu & Kashmir, Hon'ble Mr. Arif Khan Rathore, followed by a tribute on behalf of FPO to the outgoing Federal Ombudsman of Pakistan, Hon'ble Mr. Ejaz Ahmed Qureshi.



The 32<sup>nd</sup> FPO Meeting placed on record its deep gratitude for Mr. Ejaz Ahmed Qureshi's eminent public service and his successful efforts in elevating Pakistan's progressive grievance redressal model before international bodies like the Asian Ombudsman Association and the OICOA. Moving into regulatory matters, the assembly engaged in an analytical evaluation of draft structural amendments proposed by the FPO Bylaws Working Group regarding the extension of executive tenures. To ensure long-term equilibrium and integrate hierarchical federal considerations, the members agreed to refer the draft back to the working committee for a comprehensive, legally harmonized refinement.

Another central discussion of this meeting was regarding technological modernization, with an emphasis on incorporating Artificial Intelligence (AI) into the core fabric of Pakistan's ombudsman IT infrastructure. The Executive Secretary FPO & OICOA, Mr. Almas Jovindah detailed an ongoing pilot initiative at the Federal Tax Ombudsman Secretariat, where specialized AI models are being integrated into the Complaint Management System to expedite grievance resolution. Recognizing the value of this automated architecture, the forum approved a master plan to scale the digital framework across all fourteen member institutions, establishing a specialized FPO Digitization Committee composed of ombudsmen, senior legal advisors, and technology experts to spearhead the nationwide integration. Representing the Office of Provincial Ombudsperson of Khyber Pakhtunkhwa, Mr. Abbas Khan shared that the Provincial Government of Khyber Pakhtunkhwa accepted a data-driven digitization plan from their office and disbursed a dedicated fund of Rs. 200 Million to realize the project. The KPK Secretariat extended a formal offer to share its technical case studies to guide other FPO members undergoing similar digital transitions.

A significant institutional milestone was highlighted regarding the collective advocacy of the FPO membership, which successfully culminated in the structural restoration of the AJ&K Ombudsman institution. The regional office had remained vacant and non-functional from March 2024 to February 2026 ; however, following persistent, high-level communications spearheaded by the FPO Secretariat with top state offices (including the President and Prime Minister of Pakistan), the Government of Azad Jammu and Kashmir finalized the appointment of Hon'ble Mr. Muhammad Arif Khan Rathore in February 2026, hence, fully reviving the operational capabilities of this vital accountability organ

Additionally, the Federal Ombudsman for Protection Against Harassment and OICOA Member, Hon'ble Ms. Fauzia Viqar, formally placed on record her deep appreciation for the Provincial Ombudsman of Punjab (under the leadership of Hon'ble Ms. Ayesha Hamid) for providing invaluable cooperation and support in successfully establishing FOSPAH's regional office in Multan. The Executive Secretary also commended all FPO members for successfully deploying public information standees across all Head Offices and Regional Offices of the Pakistani Ombudsmen within a swift one-month timeframe, which clearly display the essential contact information of all 14 federal and provincial ombudsman institutions to educate visiting citizens.

The conclusion of the session featured the presentation of commemorative shields to the Federal Ombudsman of Pakistan, Hon'ble Naveed Kamran Baloch, and the Federal Ombudsman for Protection Against Harassment, Hon'ble Ms. Fauzia Viqar.



### RCCI Leadership Meets Federal Tax Ombudsman of Pakistan to Advocate for Taxpayer Rights and Business-Friendly Fiscal Reforms



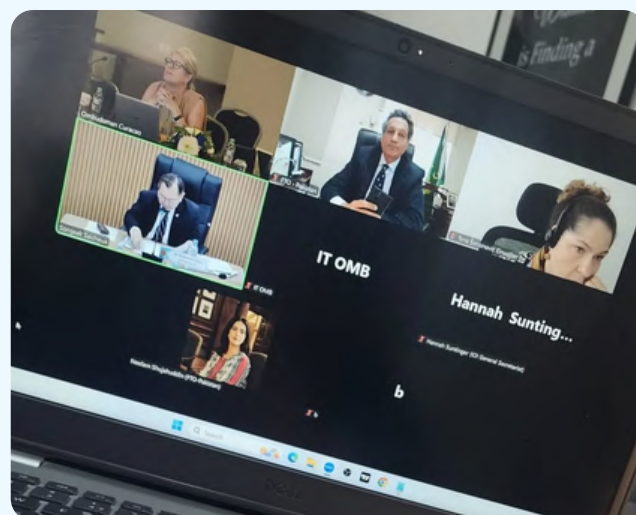
The President of the Rawalpindi Chamber of Commerce and Industry (RCCI), Mr. Usman Shaukat, accompanied by prominent business leader and RCCI Group Leader Mr. Sohail Altaf, held a consultative meeting with the Federal Tax Ombudsman of Pakistan and Secretary General of OICOA, Hon'ble Mr. Zafar Hijazi. The strategic dialogue centered on addressing the pressing concerns, operational bottlenecks, and structural expectations of the business community regarding the national tax administration system.

During the discussions, the RCCI leadership highlighted the critical need for a more equitable, transparent, and predictable fiscal environment to stimulate private sector investment. They emphasized that commercial entities frequently encounter procedural complexities, compliance burdens, and systemic delays that hamper everyday business operations. Mr. Shaukat and Mr. Altaf advocated for the elimination of arbitrary tax assessments, calling for simplified administrative mechanisms that promote a voluntary tax culture rather than penalizing documented businesses, thereby restoring macroeconomic confidence.

In response, the Federal Tax Ombudsman, Hon'ble Mr. Zafar Hijazi, reiterated his institution's unwavering commitment to safeguarding taxpayer rights and eradicating instances of maladministration within the revenue apparatus. He assured the delegation that the FTO framework remains dedicated to providing swift, transparent, and cost-free redressal of administrative grievances, functioning as a vital legal shield for businesses facing unfair treatment. The meeting concluded with a strong mutual consensus to establish closer institutional linkages between the ombudsman office and the chamber, reinforcing the principle that robust economic growth is fundamentally dependent upon a fair, accountable, and transparent justice system.

### OICOA Executive Secretary Almas Jovindah Represents Federal Tax Ombudsman of Pakistan at IOI UN Working Group Meeting to Advance IOI-OECD Liaison

Executive Secretary of OIC Ombudsman Association and Legal Advisor of Federal Tax Ombudsman of Pakistan, Mr. Almas Ali Jovindah, participated in a virtual session of the International Ombudsman Institute (IOI)'s United Nations and International Cooperation Working Group to present an operational roadmap for establishing closer ties with global policy bodies. The high-level meeting was presided over by the Chief Ombudsman of Thailand, Hon'ble Mr. Songsak Saicheua, and brought together key administrative justice figures to evaluate international cooperation strategies. Mr. Jovindah attended this meeting in his capacity as the Member of the IOI Working Group, representing the Federal Tax Ombudsman of Pakistan.



As the lead coordinator of the OECD sub-group, Mr. Jovindah briefed members on a draft expression of interest addressed from him to OECD Secretary-General Mr. Mathias Cormann, proposing a structured partnership that pairs the OECD's global policy expertise in governance, regulation, digital transformation, and taxation with IOI's ground-level insights from over 200 institutions across 100+ countries. Members praised Jovindah's diplomatic and technical efforts and endorsed the draft, noting it would expand IOI's comparative tools and integrate grassroots findings on administrative fairness into global governance benchmarks. The meeting was also attended by the Provincial Ombudsman of Sindh, the Ombudswoman of Croatia, the Ombudsman of Curaçao, and officials from the IOI Secretariat in Vienna.

### Former Intern of Federal Tax Ombudsman of Pakistan, Mr. Jehan Khan Cheema, Recognized for Exceptional Coordination and Logistical Support at the International Ombudsman Conference held in Italy



The International Ombudsman Conference, held at the Italian Parliament in Rome on May 28–29, 2026, successfully convened a global cohort of ombudsman institutions, policymakers, academics, and governance experts to deliberate on citizen protection, rights safeguarding, and contemporary democratic innovations. Among the dedicated professionals ensuring the seamless logistical and administrative execution of this major international summit was Mr. Jehan Khan Cheema, a former intern of both the Federal Tax Ombudsman of Pakistan and the Organization of Islamic Cooperation Ombudsman Association.

Working directly within the core conference management team, Mr. Cheema provided critical operational and coordination support across various administrative channels, facilitating the smooth conduct of the high-level conference which was attended by ombudsmen and notable figures from all around the world. His active involvement on the ground in Rome highlights a growing emphasis on integrating young professionals into multilateral governance platforms, offering the next generation of administrators direct exposure to global best practices in public integrity and human rights advocacy.

In recognition of his outstanding contributions to the event's success, Mr. Cheema received a special commendation from the host of the conference and Ombudsman of Italy (Lazio Region), Hon'ble Mr. Marino Fardelli, who highly praised his exceptional coordination skills throughout the high-profile assembly.



### MEDIATOR OF IVORY COAST

#### Delegation from the Mediator of Ivory Coast headed by Mr. Tanguy Dimitri Koné attended the 3<sup>rd</sup> International Conference of Ombudsmen in Rome

On May 28<sup>th</sup> and 29<sup>th</sup>, 2026, the Republic of Italy convened the third iteration of the International Conference of Mediators and Ombudsmen. The multilateral summit gathered key oversight officials to address the evolving parameters of human rights protections on the global stage, including delegation from Mediator of Ivory Coast.

Coordinated by Marino Fardelli, Mediator of the Lazio region and President of the Coordination of Italian Mediators, the summit operated under the overarching theme of safeguarding rights amidst shifting global paradigms. To facilitate rigorous policy analysis, the program was structured across five specialized working sessions. The assembly drew comprehensive international participation, featuring 120 delegations from 83 nations alongside representatives from 18 academic institutions.



The Republic of Côte d'Ivoire maintained a prominent presence at the proceedings. Secretary General Hon'ble Mr. Tanguy Dimitri Koné led the national delegation, supported by Héloïse Kouassi Assamoi, Deputy Director of Cooperation with Mediation Institutions and Associations. During the third plenary session, Mr. Koné delivered a targeted address on institutional transparency and public outreach. His presentation outlined actionable communication frameworks designed by Mediator of Ivory Coast to diminish the distance between state oversight mechanisms and the citizens they serve. He articulated the necessity of demystifying administrative processes. He argued that an ombudsman office can only fulfill its mandate if the public views it as an accessible resource rather than an intimidating bureaucratic hurdle. To achieve this, he proposed decentralized communication strategies that leverage local community networks, clear language, and targeted media campaigns to reach rural and marginalized demographics. His remarks presented a modern vision of the ombudsman as a proactive entity that builds institutional trust through sustained, transparent engagement, ensuring that even the most disenfranchised populations understand their avenues for grievance redressal.





### Swiss UMEF University Students Complete Immersion Program at the Office of the Mediator of the Republic

On Friday, May 29, 2026, the headquarters of the Mediator of Ivory Coast in Cocody Cité des Arts welcomed a delegation of 23 students from the Swiss UMEF University Abidjan campus for an official immersion visit. Led by teaching assistant Maryse Diagou, the delegation attended the event to gain a comprehensive understanding of the institution's operations and core public missions. Speaking on behalf of his peers, student Mohamed Sankara praised the initiative. He noted that the site visit provided vital insight into the Mediator of the Republic's role in fostering peace and maintaining social cohesion across the country.

Roland Katou, Chief of Staff to the Mediator of the Republic, presided over the official ceremony. Addressing the undergraduates directly, he urged them to take an active civic role and serve as ambassadors for the institution within their own communities. The educational program concluded with a detailed presentation by Marie Louise Doré, Director of Social Cohesion Strengthening. She outlined the official duties, internal organization, and daily operations of the mediation body. She also said that field initiatives of this nature serve a critical civic function beyond basic academic enrichment. Connecting young scholars directly with state operations demystifies public administration and builds necessary institutional trust among the youth. By opening their doors to the public, government bodies ensure that the next generation of leaders is equipped with practical knowledge of conflict resolution, positioning them to actively safeguard stability and manage societal disputes at the grassroots level.

### Mediator of Ivory Coast, Hon'ble Mr. Gaoussou Touré Attends the Global Summit on Restorative Justice Frameworks held in Barcelona

On May 11 and 12, 2026, Hon'ble Mr. Gaoussou Touré (Mediator of Ivory Coast), engaged in an international seminar dedicated to the principles of restorative justice. The summit in Catalonia gathered legal and mediation experts to evaluate non-punitive approaches to conflict resolution and human rights protection.

The high-level assembly was convened jointly by the Association of Francophone Ombudsmen and Mediators and the International Association of Francophone Prosecutors, acting in partnership with the Catalan Ombudsman. Drawing official delegations from 17 nations across Africa, Europe, and the Americas, the symposium facilitated a cross-cultural examination of alternative dispute paradigms. Operating under a central theme that positioned restorative justice as an operational blueprint for public prosecutors and independent rights authorities, the sessions prioritized dialogue-driven arbitration. The agenda focused heavily on mechanisms predicated on mutual consent and the restoration of social equilibrium, presenting a robust alternative to strictly punitive legal systems.



Mr. Touré emphasized that integrating restorative justice in Côte d'Ivoire is a civic imperative for repairing community fractures and sustaining social cohesion. By prioritizing restitution and facilitated dialogue, this non-adversarial framework actively rebuilds societal trust and cultivates long-term peace across diverse populations. The two-day summit culminated in the ratification of a joint declaration. This multilateral consensus formally urged participating states and their respective mediation bodies to institutionalize restorative justice models within their domestic civic structures.



**OMBUDSMAN OF MOZAMBIQUE**

**Hon'ble Mr. Isaque Chande received the Inspector General of Mozambique at the Headquarters of Ombudsman of Mozambique in Maputo**

On 26<sup>th</sup> May 2026, Ombudsman of Mozambique and OICOA Member, Hon'ble Mr. Isaque Chande hosted an official audience with Ms. Carmelita Namashulua, the newly appointed Inspector General of Mozambique. The meeting served as Ms. Namashulua's formal introduction to the mediation body following her recent presidential inauguration.



The bilateral talks focused on establishing structural coordination between the two oversight authorities. Ms. Carmelita Namashulua presented the mandate of the Directorate of the Inspection General of Mozambique, an independent agency recently established to execute comprehensive audit, monitoring, and inspection duties. The directorate operates with a strict mandate to enforce public finance regulations and oversee the operational frameworks of the Public Administration. Its core objectives involve identifying administrative fraud, combating public sector corruption, and addressing civil servant misconduct to safeguard state assets and embed transparency within government management. Both Mr. Chande and Ms. Namashulua delineated their respective jurisdictional boundaries and explored strategic mechanisms for interagency collaboration and confirmed a mutual commitment to integrating their operational efforts. By aligning their institutional capacities, they intend to optimize public service delivery and reinforce ethical standards across all tiers of public administration. Deputy Inspectors General Ms. Laura Nhancale and Mr. Emanuel Mabumo accompanied Namashulua during the proceedings.

**Ombudsman of Mozambique Conducted a Strategic Working Visit Across Nampula Province to Establish a New Regional Delegation that will Decentralize State Oversight and Empower Local Citizens**



Following the launch of its inaugural regional office in Pemba last September, the Office of the Ombudsman is accelerating its administrative decentralization efforts, under the leadership of OICOA Member and Ombudsman of Mozambique, Hon'ble Mr. Isaque Chande. Nampula is currently slated to become the second province to host a dedicated delegation by the close of the year.

Mr. Isaque Chande confirmed the expansion strategy during an official working visit to the northern province on 18<sup>th</sup> May. Assuming adequate financial resources are secured, Mr. Chande expects that the new Nampula facility will commence operations between September and November.

The central government has already allocated an administrative building for the project, aligning with a broader institutional mandate to bridge the geographic divide between state oversight mechanisms and the citizenry. Mr. Chande utilized his provincial tour to personally assess the structural condition of the designated property and evaluate the requisite rehabilitation efforts. Addressing the local press corps, Mr. Isaque Chande highlighted the demographic imperative driving the expansion. Because Nampula operates as the most populous province in the nation, localizing mediation services remains a critical priority. He noted that establishing a permanent administrative footprint will significantly enhance the public's ability to engage constructively with regional state institutions. Pending a successful launch in Nampula, the Ombudsman of Mozambique revealed parallel plans to open an additional office in Beira, Sofala province, before the year concludes.



## **ADMINISTRATIVE CONTROL AUTHORITY OF LIBYA**

### **Chairman ACA Libya, Hon'ble Mr. Abdullah Qaderbough Leads Libyan Delegation alongwith Libyan Ambassador to Austria at the UN Anti-Corruption Sessions in Vienna**

A delegation of senior Libyan officials concluded a series of diplomatic engagements at the United Nations Office on Drugs and Crime this week, focusing on the enforcement of global accountability protocols and domestic administrative reform. From May 18<sup>th</sup> to 22<sup>nd</sup> 2026, Hon'ble Mr. Abdullah Qaderbough, Head of the Administrative Control Authority of Libya, directed the national contingent through dual governance sessions. The delegation engaged in the seventeenth session of the Implementation Review Group of the UN Convention against Corruption, operating concurrently with the seventeenth session of the Open-ended Intergovernmental Working Group on the Prevention of Corruption.



Mr. Qaderbough was joined by H.E. Osama Abdul Jalil, Libya's Ambassador to Austria and Permanent Representative to the United Nations in Vienna. The Administrative Supervisory Authority framed this multilateral engagement as a deliberate continuation of Libya's integration into global governance frameworks. By aligning domestic administrative policies with the provisions of the UN Convention against Corruption, the state representatives focused on exchanging cross-border expertise, optimizing asset recovery protocols, and establishing a competent domestic monitoring system grounded in the rule of law.

### **Specialized Investigator Training to Fortify Libya's Anti-Corruption Framework Launched by Administrative Control Authority of Libya**

To modernize Libya's institutional accountability mechanisms, Chairman of ACA Libya and OICOA Member Hon'ble Mr. Abdullah Qaderboh inaugurated a specialized technical training program at the National Academy for Training and Development. Designated as the "*First Core of the Board Investigators*," the strategic initiative is structured to equip a new generation of public sector auditors with advanced forensic, legal, and administrative investigative capabilities.

The inaugural cohort of this training consists of 26 trainees drawn from various public administrations and regional branches. ACA Libya officials selected the final participants from an initial pool of 291 applicants using strict evaluation criteria based on professional merit, competence, and operational readiness. During his visit, Mr. Qaderboh reviewed the rollout of the first phase of the curriculum. The complete program encompasses eight certified modules covering critical legal and technical disciplines. Participants receive targeted instruction in administrative investigation protocols, criminal procedure law, and advanced evidence collection.



The syllabus also integrates specialized training in cybercrime detection, legal drafting, and field simulations tailored to modern surveillance operations. Mr. Qaderboh held direct consultations with the trainees to assess the quality of the instructional content and the effectiveness of the practical exercises. Addressing the cohort, he emphasized the necessity of establishing an advanced training environment to prepare personnel for the increasing complexities of public sector financial crimes. This human resources initiative undertaken under Hon'ble Mr. Abdulla Qaderboh's leadership aligns with the direct operational strategy of the Administrative Control Authority. By upgrading the technical capacities of its investigative staff, ACA Libya intends to reinforce the national anti-corruption framework, optimize institutional performance, and ensure the strict protection of state assets.

**Delegation from Administrative Control Authority of Libya Advances Strategic Anti-Corruption Bilateral Talks with Italian Counterparts in Rome**

Between May 5 and May 8, 2026, a senior delegation from ACA Libya visited Italy to establish technical cooperation frameworks targeting public sector corruption, financial crimes, and money laundering. The multilateral engagement prioritized the integration of European enforcement models into Libya's developing administrative oversight architecture

The delegation featured leadership from the Supreme Committee responsible for the National Strategy for Performance Control and Anti-Corruption for the 2025 to 2030 cycle. Representatives from the Administrative Control Authority joined delegates from the Ministries of Interior, Finance, and Foreign Affairs. Specialized law enforcement personnel and a working group from the United Nations Office on Drugs and Crime also participated in the proceedings. Operating under the second phase of a European Union funded initiative designed to build Libyan national capacity, the ACA Libya delegation sought to translate international regulatory standards into actionable domestic policy. Discussions focused on refining investigation protocols, advancing the legal prosecution of financial offenses, and deploying financial intelligence to support complex audit operations.



The Libyan delegation also held strategic dialogues with the Guardia di Finanza and the Italian National Anti-Corruption Authority. Engagements included specialized working sessions with units dedicated to data protection, cyber fraud, and counter terrorism financing, alongside technical briefings at the Economic and Financial Police School. During the final day of the summit, ACA Libya officials delivered a comprehensive presentation on their National Plan for Performance Control. The briefing detailed the operational execution of the strategy, highlighting monitoring mechanisms designed to facilitate evidence based policymaking. Government representatives anticipate that these bilateral exchanges will directly accelerate Libya's institutional reform agenda and align domestic enforcement tools with global transparency standards.



**OMBUDSMAN OF GAMBIA**

**The Gambian Ombudsman (Brikama RO) Conducts a Dedicated Awareness Seminar at Brusubi Senior Secondary School**



Following an official invitation dated April 28, 2026, the Brikama Regional Office of the Ombudsman of Gambia (an OICOA Member Institution) conducted a targeted civic education seminar at Brusubi Senior Secondary School. The engagement was structured to familiarize the students with the statutory mandates and public sector oversight functions of the institution.



The presentation delivered a comprehensive overview of how the Ombudsman operates to enforce administrative justice and investigate public grievances. Following the formal briefing, the floor opened for an interactive dialogue. Students posed critical questions regarding the practical application of institutional accountability, all of which were addressed in detail by the visiting regional delegates.

**The Gambian Ombudsman Undertakes National Penal Reform Efforts by Overseeing the Launch of a New Educational Facility at Mile 2 Central Prison**

For nearly a decade, the Human Rights Unit of the Gambian Ombudsman has rigorously monitored national detention centers to enforce compliance with domestic legal frameworks and international human rights standards. Building on this sustained institutional advocacy, the Office recently participated in the official inauguration of a six-classroom educational complex at Mile 2 Central Prison, funded and constructed by the MRC Holland Foundation.



The newly established infrastructure is designed to dramatically expand the delivery of academic and vocational programming within the state penal system. The Insight Training Center will manage the curriculum, continuing its established operational partnership with the Gambia Prison Service. These targeted educational initiatives deliver critical skill development to both correctional officers and incarcerated individuals stationed across the Mile 2 and Janjanbureh facilities.

Expanding access to education within correctional environments represents a necessary structural shift from punitive containment to systematic rehabilitation. By equipping inmates with viable vocational skills, state authorities can actively reduce recidivism and facilitate functional societal reintegration following the completion of a sentence. The Office of the Ombudsman will maintain strict statutory oversight of these new programs to guarantee that structural investments yield measurable, long-term improvements in inmate welfare and institutional rights compliance.



**INSPECTORATE GENERAL OF UGANDA**

**President of Uganda H.E. Yoweri Museveni Called a Strategic Meeting with the Inspector General of Uganda and OICOA Member Hon'ble Justice Naluzze Aisha Batala to Intensify National Anti-Corruption Operations**

Ugandan President H.E. Yoweri Kaguta Museveni recently convened a closed-door executive meeting with the Inspector General of Uganda and OICOA Member, Hon'ble Lady Justice Naluzze Aisha Batala. The high-level consultations, which included Deputy Inspectors General Ms. Anne Twino and Dr. Okiria, focused on restructuring and accelerating the anti-corruption frameworks of Uganda.



During the bilateral discussions directly advanced the governance priorities Mr. Museveni established during his recent inaugural address. He also reaffirmed his strict administrative mandate to dismantle systemic corruption across all levels of public administration. Expanding on his public commitments, the executive dialogue reportedly

centered on equipping the Inspectorate General of Uganda with the necessary political backing to pursue high-level investigations, close procurement loopholes, and ensure swift legal accountability for financial malpractice within government ministries. Hon'ble Lady Justice Naluzze Aisha Batala outlined the strategic posture of the Inspectorate for the upcoming term. She affirmed her agency's operational readiness, emphasizing that dismantling entrenched bureaucratic syndicates requires unyielding political support. The Inspector General detailed forthcoming enforcement upgrades, including rigorous asset tracking and the expansion of proactive field audits. She assured the President that the oversight body would translate the relentless pace of the new administration into immediate prosecutions and the recovery of embezzled public funds.

### Hon'ble Justice Naluzze Aisha Batala Elected to the Executive Committee of Association of Anti-Corruption Agencies in Commonwealth Africa

On May 8, 2026, Ugandan Inspector General and OICOA Member, Hon'ble Lady Justice Naluzze Aisha Batala was elected to the Executive Committee of the Association of Anti-Corruption Agencies in Commonwealth Africa. The appointment concluded the sixteenth Annual General Meeting in Yaoundé, where continental leaders focused on deploying artificial intelligence to dismantle sophisticated financial crime networks.

Representing Eastern Africa, Lady Justice Batala will serve a two-year term through 2027. Cameroon will lead the oversight body as President, supported by Kenya as Vice President and Zambia serving as Secretary. During the legislative sessions, the assembly also confirmed that Uganda will host the eighteenth regional conference in 2028, marking the event's return to the country for the first time since 2019.

The five-day summit prioritized the intersection of digital transformation and administrative accountability which was attended twenty-five agency heads who ratified a comprehensive joint communique mandating the integration of artificial intelligence into public sector audits and criminal investigations. The multilateral agreement directs member states to accelerate the digitalization of public service delivery, enhance cross-border civil asset recovery, and secure international funding to train investigators in advanced data analytics. Addressing the assembly, Lady Justice Batala emphasized the immediate need to modernize traditional enforcement mechanisms. She formally committed to embedding the technologically advanced frameworks outlined in the communique directly into Uganda's domestic investigative protocols. After acknowledging the Cameroonian hosts and the Commonwealth Secretariat for their organizational leadership, she officially welcomed the member states to convene in Uganda for the 2028 summit to further synchronize their operational strategies.



### MEDIATOR OF DJIBOUTI

#### Hon'ble Mr. Kassim Harun Ali Appointed as the Mediator of Djibouti

The Office of the Ombudsman of the Republic of Djibouti held a ceremony on 25<sup>th</sup> May for the appointment of Hon'ble Mr. Kassim Harun Ali who formally assumed his charge from outgoing Ombudsman Hon'ble Mr. Moumin Ahmed Cheick. Appointed by a presidential decree, Mr. Ali takes charge of the national mediation body with a strict mandate to bridge the operational divide between citizens and state administrative organs.

During the formal transfer of authority, the former Ombudsman Mr. Cheick reviewed the institutional progress achieved under his administration. He credited his staff and officers of Mediator of Djibouti, for their sustained dedication to civic dispute resolution and formally handed over the leadership portfolio, while emphasizing the heavy civic responsibility inherent in the oversight role.

Addressing the event, Mr. Kassim Harun Ali articulated a definitive mandate to expand the institution's dispute resolution framework and enforce strict administrative accountability. He pledged to reduce bureaucratic friction, ensuring that state services remain accessible, transparent, and responsive to the Djiboutian citizenry.





**INTEGRITY & ANTI-CORRUPTION COMMISSION OF THE KINGDOM OF JORDAN**

**Jordanian Integrity and Anti-Corruption Commission Equips Public Healthcare Officials with Advanced Integrity and Forensic Training**

The Innovation and Training Center at the Integrity and Anti-Corruption Commission of Jordan (an OICOA Member Institution), recently concluded a specialized four day intensive program designed to fortify administrative transparency within the national healthcare sector. The initiative convened 18 operational staff members from prominent government and teaching hospitals to align institutional practices with state oversight standards. Drawing delegates from Prince Hamzah Hospital, New Zarqa Governmental Hospital, Dr. Jamil Tutunji Hospital, Al Nadeem Hospital, and Princess Basma Hospital, the training program delivered rigorous instruction on the Commission's dual mandate of law enforcement and proactive corruption prevention.



Facilitators systematically deconstructed national integrity benchmarks, providing the healthcare personnel with a clear operational understanding of how the oversight body processes formal complaints and executes internal investigations. Beyond foundational administrative compliance, the curriculum addressed complex financial and legal oversight mechanisms. Participants examined the statutory role of the Commission in combating money laundering networks and reviewed the stringent legal criteria required to activate whistleblower and witness protection protocols. To anchor the theoretical coursework in practical enforcement, the training concluded with a targeted field inspection of the digital evidence laboratory. Operating under the Digital Support Directorate, the forensic facility instructed the visiting cohort on modern cyber investigation techniques, demonstrating the precise methodologies state authorities utilize to extract, recover, and analyze encrypted data from seized electronic devices.



**Jordan's Integrity & Anti-Corruption Commission Initiates 2026-2030 National Strategy to Drive Digitalized Anti-Corruption Reforms**

The Jordan Integrity and Anti-Corruption Commission officially commenced the operational rollout of its 2026-2030 National Strategy. Originally unveiled by Prime Minister Jaafar Hassan on behalf of King Abdullah II during International Anti-Corruption Day, the five-year oversight framework operates under the guiding mandate: "A Prosperous Jordan, Rooted in Integrity." The comprehensive strategy prioritizes agile legislative reform and the integration of advanced technological enforcement tools. By deploying artificial intelligence, digitalizing administrative workflows, and establishing secure, accessible whistleblower channels, the Commission aims to position Jordan as a regional leader in proactive corruption risk management.

The strategic blueprint is anchored by eight foundational pillars: integrity, transparency, accountability, efficiency, justice, institutional partnership, active citizenship, and sustainability. Addressing the rollout, Commission Secretary-General Mr. Amjad Narmouq emphasized that executing the ambitious agenda requires unified cross-sector cooperation. He framed the anti-corruption strategy as a critical necessity for advancing the state's broader political, economic, and administrative modernization efforts spearheaded by the monarchy. Mr. Narmouq stated that shared institutional responsibility remains essential to entrench the rule of law, guarantee equal opportunity, and ultimately restore public trust in state governance.

 **PRESIDENTIAL SECRETARIAT OF PAKISTAN**

**Chief Legal Consultant to the President of Pakistan Hon'ble Justice Irfan Qadir Attends the International Ombudsman Conference in Italy as a Keynote Speaker**

Addressing the International Ombudsman Conference hosted at the Italian Parliament on May 29, 2026, Hon'ble Justice Irfan Qadir, the Chief Legal Consultant to the President of Pakistan, stated that the global future of ombudsmanship relies on a strict adherence to fundamental legal maxims. The high-level global summit, organized by Italian Ombudsman Marino Fardelli, convened delegates from over 80 countries to establish a coordinated international framework for advancing citizens' rights.

Representing the Presidential Secretariat of Pakistan, Justice Irfan Qadir detailed the structural evolution and expanding jurisdiction of the country's ombudsman framework. His office serves as the definitive appellate forum processing and deciding appeals and representations filed by aggrieved citizens against the decisions of all five federal-level ombudsmen in Pakistan.



Detailing Pakistan's domestic administrative architecture, Justice Qadir explained that the national oversight system comprises five distinct federal bodies: the Federal Ombudsman, Federal Tax Ombudsman, Federal Banking Ombudsman, Federal Insurance Ombudsman, and the Federal Ombudsperson for Protection Against Harassment at the Workplace. Collectively, these institutions adjudicate approximately 250,000 cases annually, with the vast majority resulting in successful implementation and immediate grievance redressal. Over the past two years alone, the appellate forum headed by Justice Qadir has adjudicated more than 5,000 complex jurisdictional cases. During the proceedings, he emphasized that his primary operational focus remains securing maximum and accelerated legal relief for marginalized demographics, including persons with disabilities, widows, and orphans.

Justice Qadir concluded his address by defining the ombudsman network and its apex appellate forum as vital structural pillars of justice within Pakistan's administrative, banking, financial, and civil sectors. He asserted that the true measure of institutional success extends beyond the mere volume of resolved grievances; it rests on the active restoration of public trust in state systems which is a fundamental prerequisite for national stability and the rule of law. Looking ahead, he expressed high confidence that the upcoming decade will see ombudsman institutions globally empower citizens and strengthen administrative governance to unprecedented heights.

 **FEDERAL OMBUDSMAN OF PAKISTAN**



**Pakistan's Foreign Secretary Holds a Meeting with the Federal Ombudsman of Pakistan Hon'ble Mr. Naveed Kamran Baloch to Discuss Expedition of Resolution of Grievances for the Overseas Pakistani Diaspora**

Pakistan's Foreign Secretary, Hon'ble Ms. Amna Baloch, convened a meeting with the Federal Ombudsman of Pakistan and OICOA Member, Hon'ble Mr. Naveed Kamran Baloch to coordinate institutional support and streamline grievance redressal mechanisms for the Overseas Pakistani diaspora.

During the meeting, the Federal emphasized the civic and economic importance of expatriates, framing their welfare as a critical state priority. He detailed the operational mandate of the dedicated Grievance Commissioner for Overseas Pakistanis, a specialized office within the Federal Ombudsman Secretariat designed specifically to accelerate administrative dispute resolution for citizens living abroad.

To decentralize state support, the Ombudsman outlined a new diplomatic directive requiring every Pakistani mission worldwide to appoint a dedicated oversight focal person. Under these updated guidelines, embassies and

consulates must allocate one specific day each week exclusively to engage with expatriates and address their administrative challenges. In response, Foreign Secretary Ms. Amna Baloch affirmed the vital role of the diplomatic corps in facilitating expatriate welfare. She assured the Ombudsman that the Ministry of Foreign Affairs is fully committed to implementing these targeted oversight directives comprehensively across all international missions.

**Federal Ombudsman of Pakistan, Hon'ble Mr. Naveed Kamran Baloch Addresses the 39<sup>th</sup> Senior Management Course Ceremony at NIPA**



Federal Ombudsman of Pakistan and OICOA Member, Hon'ble Mr. Naveed Kamran Baloch addressed participants of the 39<sup>th</sup> Senior Management Course at the National Institute of Public Administration (NIPA) on 8<sup>th</sup> May 2026. He delivered a comprehensive briefing on administrative oversight and the critical need for swift grievance redressal within the civil service.

During his address, Mr. Baloch emphasized the statutory mandate of the Federal Ombudsman Secretariat to eradicate maladministration across federal departments. He stated that bureaucrats serve as the primary conduit between state institutions and the public, urging the participants to prioritize transparency, operational efficiency, and strict adherence to the rule of law as they prepare to assume executive leadership roles.

Following the formal address, Director General of NIPA, Mr. Ahsan Ali Mangi provided the Ombudsman with a detailed operational briefing. The Director General outlined the institute's advanced training frameworks and ongoing strategic initiatives designed to modernize public sector management and elevate governance standards. Mr. Kamran Baloch also planted a sapling at the NIPA Campus.

**Woman from Mardan Receives Pension Arrears of Rs. 224,585 Through Intervention of Federal Ombudsman of Pakistan**

A widow from Mardan has received her long pending pension arrears after the Federal Ombudsman of Pakistan intervened to clear an administrative roadblock. The action provided crucial relief following months of financial difficulty.

The complainant Ms. Waheeda Begum brought her case to the Peshawar Regional Office of Federal Ombudsman when the Controller Military Accounts in Lahore failed to release her funds. The Regional Office in Peshawar launched an immediate inquiry and maintained strict follow-up with the concerned department. This direct approach forced the rapid release of Rs. 224,585 in withheld money.

Highlighting the statutory mandate of the institution, The head of Regional Office, Mr. Muhammad Qasim Jan emphasized that safeguarding the financial rights of vulnerable demographics, particularly pensioners and widows, remains a top operational priority. He reaffirmed the Secretariat's commitment to ensuring the swift and efficacious dispensation of administrative justice, protecting citizens from unnecessary delays and maladministration within federal agencies.

Relieved by the outcome, the complainant Ms. Waheeda Begum thanked the Honorable Federal Ombudsman Mr. Naveed Kamran Baloch and his regional team at Peshawar Office for their quick intervention. She appreciated how the office of Federal Ombudsman of Pakistan provided a transparent and highly accessible path to her long pending financial recovery, while completely sparing her the cost and complication of hiring a lawyer and being embroiled in lengthy court proceedings.





**FEDERAL OMBUDSPERSON FOR PROTECTION AGAINST HARASSMENT**

**Pakistan's Federal Ombudsman for Protection Against Harassment, Hon'ble Ms. Fauzia Viqar Represents Pakistan at the International Ombudsman Conference to Address Emerging Digital Challenges**

Federal Ombudsman of Pakistan for Protection Against Harassment and OICOA Member, Hon'ble Ms. Fauzia Viqar represented Pakistan at the two-day conference, hosted by the Italian Ombudsman. The high-level summit brought together ombudsman institutions, policymakers, academics, and governance experts from around the world to address the evolving complexities of global public administration.

During the panel session, titled "New Global Challenges: Complex Administrations, Digitalisation and Citizens' Rights," Ms. Viqar addressed the severe emerging threats posed by unregulated digital technologies. She highlighted

the growing weaponization of deepfakes, manipulated imagery, voice cloning, and synthetic explicit content utilized specifically to harass, intimidate, or silence women. To counter these modern-day risks, she advocated for the establishment of secure evidence submission protocols, the early preservation of digital material, strict confidentiality measures, and coordinated engagement with law enforcement to rigorously safeguard citizens' rights.

Ms. Viqar also stated that the Rome Declaration serves as a vital operational instrument, advancing collective efforts to bridge shared international concerns with strengthened institutional capacity. Contextualizing these global challenges at the national level, Ms. Fauzia Viqar detailed Pakistan's domestic approach through the Federal Ombudsman Secretariat for Protection Against Harassment. She noted that Pakistan's experience reflects both the immense opportunities and steep complexities of digital transformation within a developing democracy. While legal protections are expanding across new paradigms of remote work and digital communication, she stressed that the digital age demands enhanced institutional tools, heightened safeguards, and sustained vigilance regarding administrative accountability. Ms. Viqar concluded her address by asserting that institutional legitimacy is not derived from mere technological advancement, but from ensuring that citizens feel heard, protected, and visible. She issued a definitive call for continued state commitment to modernizing justice systems, emphasizing that digitalization must ultimately be leveraged to enable faster, safer, and more humane access to justice.



**Federal Ombudsman, Hon'ble Ms. Fauzia Viqar Urges Robust Digital Safeguards and Inclusive Workplaces for Persons with Disabilities**



Federal Ombudsman and OICOA Member, Hon'ble Ms. Fauzia Viqar delivered a strong call for the protection of marginalized communities during a recent panel discussion, emphasizing the critical vulnerabilities Persons with Disabilities (PWDs) face regarding both workplace and online harassment.

As a guest speaker at the "Digital Safety (TFGBV) for Women and Girls with Disabilities" orientation, organized by the Ministry of Human Rights (MoHR) in collaboration with STEP and UNFPA Pakistan, Ms. Viqar centered her address on the unique structural challenges confronting PWDs. She outlined how physical mobility constraints and communication barriers routinely expose this demographic to heightened risks of exploitation, discrimination, and abuse.

Viqar specifically drew attention to how these vulnerabilities are severely compounded in modern digital spaces. She highlighted that women and girls with disabilities are increasingly subjected to targeted online violence and technology facilitated harassment. These digital threats, she noted, actively undermine their dignity and strip away their fundamental right to equal civic and professional participation. Concluding her remarks, Ms. Viqar pledged to continuously amplify the voices of PWDs and operate collaboratively with national and international partners to engineer safer and inclusive environments across all physical and digital workplaces.

**FOSPAAH and ICAP Collaborate to Strengthen Workplace Harassment Protections for Finance Professionals**



Workplace protections rely on both robust legal frameworks and the active awareness of the professionals they safeguard. To reinforce this frontline defense, the Federal Ombudsman Secretariat for Protection Against Harassment (FOSPAAH) Regional Office in Lahore partnered with the Institute of Chartered Accountants of Pakistan (ICAP) and the CA Women Committee to host a comprehensive awareness seminar, engaging over one hundred financial professionals.

Federal Ombudsperson for Protection Against Harassment and OICOA Member, Hon'ble Ms. Fauzia Viqar delivered the inaugural address, emphasizing that true institutional accountability requires an informed community equipped to uphold statutory provisions.

Following the opening remarks, Assistant Law Officer Noor Fatimah provided a detailed operational breakdown of the two distinct categories of harassment recognized under the Protection Against Harassment of Women at the Workplace Act, 2010. The virtual training session featured an interactive technical dialogue facilitated by Legal Advisor (Lahore Regional Office) Ms. Lubna Ali, who addressed complex compliance queries from the attendees. Prominent ICAP representatives, including Council Member Ms. Ammara Gondal and Senior Manager Ms. Nazia Akmal, actively participated in discussions focusing on the legal mandate of internal Inquiry Committees.

The session concluded with a critical dialogue regarding the jurisdictional boundaries of internal Inquiry Committees. Addressing specific industry concerns, FOSPAAH officials issued a key legal clarification: statutory harassment protections extend beyond traditional staff. Under the relevant legal framework, the employer-employee relationship explicitly covers independent audit clients, ensuring comprehensive legal oversight and protection during all external professional engagements.

**FOSPAAH Conducts a Two-Day National Moot Court Competition in Collaboration with Pakistan Law Students Association**

On 14<sup>th</sup> May 2026, the Federal Ombudsman Secretariat for Protection Against Harassment (FOSPAAH), in collaboration with the Pakistan Law Students Association (PLSA), successfully concluded a two-day National Moot Court Competition. Centered on the critical legal frameworks surrounding Gender-Based Discrimination (GBD), the national symposium convened 44 university teams from across the country to litigate complex scenarios in workplace equity and corporate law.

Following rigorous preliminary and semi-final rounds designed to test advocacy skills and statutory interpretation, the International Islamic University Islamabad (IIUI) emerged as the national champion. Recognizing their exceptional appellate performance, the winning IIUI team secured elite internship placements with Pakistan's top-tier law firm, ABS & Co., while the runners-up were awarded internships with Visa Walay Immigration Consultants.

The final adjudicatory round was presided over by a distinguished bench of legal experts. OICOA Member and Pakistan's Federal Ombudsperson Hon'ble Ms. Fauzia Viqar led the panel, joined by Justice (Retd.) Mushir Alam, Justice (Retd.) Sohail Nasir, and Senior Supreme Court Advocate Mr. Muhammad Shafiq-ur-Rehman. Beyond showcasing exceptional legal advocacy, the competition successfully translated FOSPAAH's core mandate into actionable academic training. By challenging law students to litigate real-world gender discrimination scenarios, the event actively equips Pakistan's emerging generation of lawyers with the practical expertise required to dismantle discriminatory practices and champion workplace equity.





## PROVINCIAL OMBUDSMAN OF PUNJAB

### The delegation from Provincial Ombudsman of Punjab Headed by Hon'ble Ms. Ayesha Hamid Attends the International Ombudsman Conference Held in Italy



Hon'ble Ms. Ayesha Hamid, Pakistan's Provincial Ombudsman of Punjab, OICOA Member, and First Vice President of the International Ombudsman Institute (IOI), recently led a provincial delegation to the International Conference of Ombudsman, held in Rome from May 27 to 29, 2026. Convened by the Ombudsman of Italy (Lazio Region), Hon'ble Mr. Marino Fardelli, the global summit brought together institutional leaders from across the world to collaborate on civic protection, fundamental rights, and the modernization of democratic governance.

Addressing the international delegates, Ms. Ayesha Hamid delivered a presentation titled "*Law Meets Technology: Transforming Governance, Accountability and Justice through Innovation.*" She detailed how the Office of the Ombudsman Punjab is aggressively deploying digital infrastructure to bridge gaps in public service delivery and expand access to administrative justice. She specifically highlighted the rollout of the OPMIS Complaint Management system, the launch of dedicated mobile applications, an active 24/7 Helpline (1050), and the deployment of Mobile Outreach Complaint Vans targeting remote and underserved communities.

Ms. Hamid also shared a major institutional milestone during the summit: the Ombudsman of Punjab's recent attainment of the ISO 9001:2015 Quality Management System (QMS) Certification. This benchmark establishes this Office as the first ombudsman institution in Pakistan to achieve this international standard, which reflects a rigid commitment to operational transparency, efficiency, and citizen-centric grievance redressal. By sharing tangible successes in digital integration and quality management, the Office of the Ombudsman Punjab positioned itself as a forward-leaning institution, while actively shaping the international discourse on how oversight agencies must adapt to protect citizens' rights in the digital age.

In addition to the central conference, the delegation from Punjab Ombudsman also attended a General Audience with Pope Leo XIV at the Vatican, focusing on the preservation of human dignity, justice, and public trust in state institutions. Additional core working sessions were hosted within the Italian Parliament's Chamber of Deputies, which provided a high-level forum to strengthen cross-border cooperation among global oversight bodies.

**Hon'ble Ms. Ayesha Hamid Presents Annual Report to the Governor of Punjab**



In a meeting at the Governor's House on 22<sup>nd</sup> May, Governor of Punjab, H.E. Sardar Saleem Haider Khan officially received the Annual Report of the Office of the Ombudsman Punjab from Hon'ble Ms. Ayesha Hamid. This comprehensive document detailed essential complaint statistics, expedited grievance redressal metrics, and strategic modernization initiatives undertaken over the past year.

Briefing the Governor on institutional performance, Ms. Ayesha Hamid reported that the office received twice the number of complaints in 2025 compared to the preceding year. She noted that cases were resolved promptly to manage the increased volume and deliver swift relief to applicants.

Ms. Hamid also outlined ongoing initiatives to upgrade the institution's capabilities. These measures include comprehensive professional training for staff members and the implementation of modern digitalization tools designed to streamline administrative workflows and enhance institutional capacity. Governor of Punjab H.E. Sardar Saleem Haider Khan lauded the overall performance and active role of the Punjab Ombudsman institution, describing it as a vital pillar for delivering speedy and inexpensive justice to the public. He noted that the office serves as a necessary check on bureaucratic inefficiency, helping ordinary citizens secure immediate relief without facing prolonged delays or heavy financial burdens.



**PROVINCIAL OMBUDSPERSON OF PUNJAB**

**Pakistan's Provincial Ombudsperson of Punjab, Hon'ble Dr. Najma Afzal Khan Visits Regional Police Officer of Dera Ghazi Khan to Enforce Anti-Harassment Protocols**

In a coordinated effort to strengthen provincial workplace protections, Pakistan's Provincial Ombudsperson of Punjab, Hon'ble Dr. Najma Afzal Khan met with Regional Police Officer (RPO) Dera Ghazi Khan, Mr. Muhammad Azhar Akram, to formally align on anti-harassment enforcement.

During the detailed discussion, the two officials reviewed the current working conditions for law enforcement staff, particularly focusing on the safety and professional integration of female personnel. Dr. Khan emphasized that police departments must serve as model institutions for implementing statutory protections. The dialogue explored practical ways to remove internal barriers in the complaint process, ensuring that staff members can report misconduct without fear of retaliation or administrative delays.

To formalize these objectives, Dr. Najma Afzal Khan presented the official Code of Conduct on Workplace Harassment to the Regional Police Officer.



The meeting concluded with a mutual agreement on several key operational directives. RPO Azhar Akram committed to the immediate enforcement of the code across all police stations and administrative offices within his jurisdiction. Both parties further decided to activate dedicated internal inquiry committees to handle future complaints with absolute transparency. Additionally, they agreed to roll out mandatory awareness sessions designed to educate officers and staff about legal boundaries, institutional accountability, and their fundamental workplace rights.

**Punjab Ombudsman Personally Hears Harassment Cases in Bahawalpur, Stresses Zero Tolerance for Workplace Harassment**

Punjab Ombudsman and OICOA Member, Hon’ble Dr. Najma Afzal Khan conducted an official visit to the Bahawalpur Regional Office to review regional operations and personally preside over multiple workplace harassment cases.

During the proceedings, Dr. Najma issued a firm directive emphasizing that all institutional decisions are strictly rooted in factual evidence and statutory rights. She reaffirmed a zero-tolerance policy toward workplace misconduct and exploitation, assuring the public that no form of injustice will be permitted under her jurisdiction. Highlighting the ongoing mandate of the Punjab Ombudsman, Hon’ble Dr. Najma Afzal Khan stated that her Office has a proven track record of delivering equitable legal relief. She guaranteed that this institution will continue to uphold these high standards, while ensuring that every female complainant who steps forward receives a fair, impartial, and rightful resolution.



**PROVINCIAL OMBUDSMAN OF SINDH**

**Hon’ble Mr. Sohail Rajput Presents Annual Report (2025) of the Provincial Ombudsman of Sindh to the Chief Minister**

OICOA Member and Pakistan’s Provincial Ombudsman of Sindh, Hon’ble Mr. Muhammad Sohail Rajput, called on Chief Minister H.E. Syed Murad Ali Shah at the CM House to formally present the institution’s Annual Performance Report for 2025. During the executive briefing, Dr. Rajput informed the Chief Minister that the Office of the Ombudsman received a record-breaking 25,217 public complaints over the past year. This unprecedented influx reflects a 236 percent increase compared to previous years, marking a historic milestone in the province's grievance redressal efforts.



Mr. Rajput noted that this surge was managed efficiently, resulting in direct administrative relief in thousands of cases and the securing of billions of rupees in monetary benefits for citizens. Reviewing the comprehensive statistics, Chief Minister H.E. Syed Murad Ali Shah highly commended Hon’ble Mr. Sohail Rajput and his staff for their exemplary performance and dedication to public service. The Chief Minister emphasized that the dramatic rise in registered complaints is a highly positive indicator, which directly reflects the public's growing confidence in the Ombudsman's office as a reliable, accessible, and transparent forum for administrative justice.



**PROVINCIAL OMBUDSMAN SINDH FOR PROTECTION AGAINST HARASSMENT OF WOMEN AT WORKPLACE (PHWWP)**



**Hon'ble Justice Shah Nawaz Tariq Inaugurates Sachal Sami Auditorium at Shaheed Zulfikar Ali Bhutto Law College**

In a notable milestone for the city's legal academic infrastructure, the "Sachal Sami Auditorium" was officially inaugurated at the Shaheed Zulfikar Ali Bhutto Law College in Memon Goth. The inauguration ceremony was formally presided over by OICOA Member and Pakistan's Provincial Ombudsman Sindh for Protection Against Harassment, Hon'ble Justice Shah Nawaz Tariq.

The event drew a distinguished gathering of legal luminaries, lawmakers, and academic figures. Prominent attendees included former Sessions Judge

Prakash Lal, Senator Dr. Kareem Khawaja, District Malir Bar Association President Sadardin Shaikh, and the college's Principal, Prof. Riaz Hussain Baloch. During the ceremony, various speakers took to the stage to reflect on the evolution of the region's legal education landscape. They highlighted the significant academic milestones and institutional achievements realized since 2012, collectively praising Shaheed Zulfikar Ali Bhutto Law College for its steadfast commitment to academic excellence and its ongoing services to the legal community.

Delivering his keynote address, Hon'ble Ombudsman, Justice Shah Nawaz Tariq, emphasized the critical intersection of legal education and safe professional environments. He expressed his hope that the newly inaugurated auditorium would serve not only as a center for academic debate but also as a vital forum for educating future lawyers on gender justice and workplace rights.



**PROVINCIAL OMBUDSMAN OF KHYBER PAKHTUNKHWA**

**Pakistan's Provincial Ombudsman of Khyber Pakhtunkhwa Holds Public Awareness Drive in Malakand District to Enhance Institutional Reach**

On the special directives of the Provincial Ombudsman Khyber Pakhtunkhwa and OICOA Member, Hon'ble Mr. Muttahir Zeb, a comprehensive public awareness campaign was organized in Malakand district today. The initiative, led by the Director General of KPK Ombudsman, was designed to educate citizens and local officials about the institution's role in delivering administrative justice and resolving public grievances.



The interactive session drew widespread participation from key local stakeholders, including district administration officers and prominent public representatives from across the district. During the campaign, the Director General delivered a detailed briefing on the core functions, mandate, and accessible complaint mechanisms of the Ombudsman's office. To ensure the message reaches the grassroots level, informative pamphlets outlining the process for filing complaints were distributed among the participants.

The attendees highly commended the proactive approach of the Provincial Ombudsman Khyber Pakhtunkhwa. Local representatives and officials lauded the institution's overall performance in curbing administrative injustices and specifically praised the awareness drive for effectively bridging the gap between the public and the state's grievance redressal forums.



**PROVINCIAL OMBUDSPERSON OF KHYBER PAKHTUNKHWA**



**KPK Provincial Assembly and KPK Ombudsman Sign a Memorandum of Understanding to Strengthen Democratic Governance and Protection of Citizens' Rights**

In a landmark development for institutional reform, the Provincial Assembly of Khyber Pakhtunkhwa (KP) and the KP Provincial Ombudsman Secretariat have signed a historic Memorandum of Understanding (MoU) to advance democratic governance, institutional accountability, and the comprehensive protection of citizens' rights.

This strategic alliance under the leadership of OICOA Member and Pakistan's Provincial Ombudsman of KPK, Hon'ble Barrister Rubab Mehdi, establishes a formal framework for cooperation between the province's primary legislative and accountability bodies. The primary aim of the partnership is to reinforce democratic institutions, promote transparency and the rule of law,

and strengthen public trust through coordinated, cross-institutional engagement.

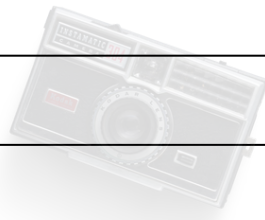
Under the terms of the agreement, both institutions will collaborate closely to support parliamentary committees, facilitate policy dialogues, and launch public awareness campaigns regarding statutory protections and complaint mechanisms. To build institutional capacity, the partnership will also deliver specialized training, workshops, and technical sessions tailored specifically for Members of the Provincial Assembly (MPAs), parliamentary staff, and relevant stakeholders.

The joint initiative will place particular emphasis on several critical areas of public welfare and administrative justice including advancing women's rights and comprehensive child protection, ensuring robust workplace safety and preventing harassment, promoting gender-responsive governance across all sectors, and strengthening institutional responsiveness to citizens' concerns and grievance redressal.

On the sidelines of this historic agreement, KP Provincial Ombudsman Rubab Mehdi held a special meeting with the Speaker of the KP Assembly, Babar Saleem Swati, in his chamber. During the meeting, detailed discussions were held on matters of mutual interest, the provision of administrative justice in the province, and strategies to implement institutional cooperation under the newly signed MoU.

Member of the Provincial Assembly (MPA) Nisar Baz and Secretary of the KP Assembly Syed Waqar Shah were also present during the occasion. Speaker Babar Saleem Swati highly commended the proactive role of the Provincial Ombudsman in delivering swift and accessible justice to citizens. He assured that the Provincial Assembly would continue extending its full support to the Ombudsman Secretariat in their shared mission of strengthening the accountability process and promoting public welfare.





**Ambassador of New Zealand to Türkiye  
H.E. Mr. Greg Lewis paid a courtesy visit to  
President of OICOA and Chief Ombudsman of  
Türkiye, Hon'ble Mr. Mehmet Akarca**



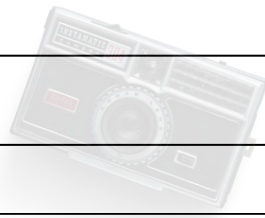
**President of OICOA and Chief Ombudsman of  
Türkiye, Hon'ble Mr. Mehmet Akarca, Paid a  
Return Visit to the Ambassador of Australia to  
Türkiye, H.E. Ms. Sally-Anne Vincent**



**Ambassador of the Russian Federation to  
Türkiye, H.E. Sergey V. Vershinin, Paid a Visit to  
President of OICOA and Chief Ombudsman of  
Türkiye, Hon'ble Mehmet Akarca**



**Turkish Ombudsman Hon'ble Ms. Fatma Benli  
Yalçın, accompanied by a delegation of experts  
from the Children's Rights Unit, conducted official  
visits to Yunus Emre Anatolian Imam Hatip High  
School and Şehit Hakan Altunyurt Middle School**



**Turkish Ombudsman Hon'ble Mr. Ertunç Erkan Balta alongwith Italian Ombudsman (Lazio Region) Hon'ble Mr. Marino Fardelli, at the International Ombudsman Conference held in Rome**



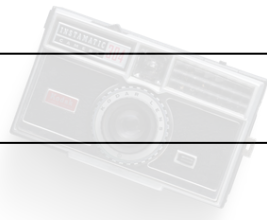
**Turkish Ombudsman Hon'ble Mr. Ertunç Erkan Balta Visited Yunus Emre Institute in Rome to Promote Cultural and Administrative Diplomacy, during his official visit to Italy on the sidelines of International Ombudsman Conference**



**The Commissioner for Human Rights (Ombudsman) of the Republic of Azerbaijan and OICOA Board Member, Hon'ble Ms. Sabina Aliyeva, received Members of the Slovak National Council Ms. Marcela Čavojová and Ms. Zuzana Matějčková**



**OICOA Board Member and Human Rights Commissioner of Azerbaijan, Hon'ble Sabina Aliyeva, received a delegation led by the Secretary General of the Association of Football Federations of Azerbaijan (AFFA), Jahangir Farajullayev.**



**Hon'ble Ms. Sabina Aliyeva (OICOA Board Member and Human Rights Commissioner of the Republic of Azerbaijan) visited the Alley of Honor on the occasion of the 103rd anniversary of the birth of Azerbaijan's National Leader Heydar Aliyev**



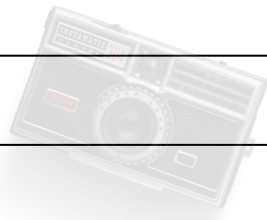
**Commemorative event was held at the Office of Human Rights Commissioner of Azerbaijan on the occasion of the 103<sup>rd</sup> anniversary of the birth of National Leader Heydar Aliyev**



**OICOA Board Member and Mediator of Morocco, Hon'ble Mr. Hassan Tariq addresses the Joint Symposium on Public Policy and Sustainable Development held in Rabat**



**Hon'ble Mr. Hassan Tariq (Mediator of Morocco) received a delegation of academics and students from the University of Mondiapolis in Casablanca.**



**The Mediator of the Kingdom of Morocco and OICOA Board Member, Hon'ble Mr. Hassan Tariq, accepts the "Inclusive and Accessible Pavilion" award at the 31<sup>st</sup> International Publishing and Book Fair held on 9<sup>th</sup> May 2026**



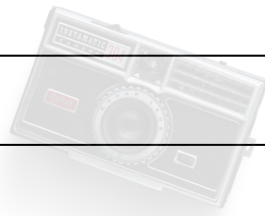
**Hon'ble Mr. Hassan Tariq Addressed the International Publishing and Book Fair while discussing the vital role of institutional mediation in actively rebuilding public trust and ensuring administrative equity**



**The Mediator of Morocco and OICOA Board Member, Hon'ble Mr. Hassan Tariq, and Chairman of the National Authority for Probity, Prevention, and Fight Against Corruption Hon'ble Mr. Mohamed Benalilou, pictured at the African Open Government Conference**



**Secretary General OICOA Hon'ble Mr. Zafar Hijazi and Executive Secretary OICOA Mr. Almas Ali Jovindah attended the virtual meeting on the occasion of Asian Ombudsman Association's 30<sup>th</sup> Anniversary**



**Executive Secretary OICOA Mr. Almas Ali Jovindah presents a commemorative shield to Federal Ombudsman of Pakistan Hon'ble Mr. Naveed Kamran Baloch at the occasion of 32<sup>nd</sup> Meeting of the Forum of Pakistan Ombudsman**



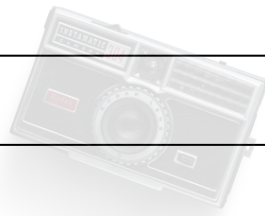
**Pakistan's Foreign Secretary, Hon'ble Ms. Amna Baloch alongwith the Federal Ombudsman of Pakistan and OICOA Member Hon'ble Mr. Naveed Kamran Baloch**



**Group Photo of Hon'ble Federal Ombudsman of Pakistan alongwith graduates of the 39<sup>th</sup> Session of Senior Management Course at National Institute of Public Administration**



**Hon'ble Mr Naveed Kamran Baloch visited the Regional Office of Federal Ombudsman of Pakistan in Peshawar (KPK Province) for a thorough inspection**



**Pakistan's Federal Ombudsperson for Protection Against Harassment and OICOA Member, Hon'ble Ms. Fauzia Viqar, addresses the International Ombudsman Conference held in Rome, Italy**



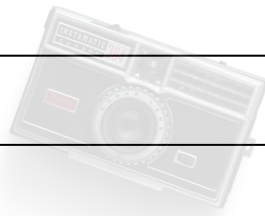
**Pakistan's Federal Ombudsperson, Hon'ble Ms. Fauzia Viqar, addresses the panel on "Digital Safety for Women and Girls with Disabilities", organized by the Ministry of Human Rights in collaboration with STEP and UNFPA Pakistan**



**Hon'ble Ms. Fauzia Viqar alongwith Justice (Retd.) Mushir Alam and Justice (Retd.) Sohail Nasir during the Law Moot Competition held by FOSPAH in collaboration with Pakistan Law Student's Association**



**Federal Ombudsperson for Protection Against Harassment conducted a training session for the officers of National Accountability Bureau at the Pakistan Anti-Corruption Academy**



**Hon'ble Ms. Ayesha Hamid and senior officers of Punjab Ombudsman Secretariat alongwith Italian Ombudsman (Lazio Region), Hon'ble Mr. Marino Fardelli at the International Ombudsman Conference**



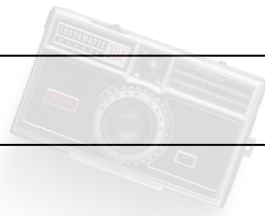
**Pakistan's Provincial Ombudsperson of Punjab Hon'ble Dr. Najma Afzal Khan attended the event held regarding empowerment and safety of women held at Government College University in Faisalabad**



**Hon'ble Ombudsperson of Punjab and OICOA Member, Dr. Najma Afzal Khan visited the Regional Police Officer of Dera Ghazi Khan City, Mr. Muhammad Azhar Akram**



**Hon'ble Dr. Najma Afzal Khan addresses the press conference during her visit to Ombudsperson Punjab Regional Office in Sahiwal City**



**Pakistan's Provincial Ombudsperson of Khyber Pakhtunkhwa and OICOA Member, Hon'ble Barrister Rubab Mehdi held a meeting with Speaker of KPK Provincial Assembly Mr. Babar Saleem Swati**



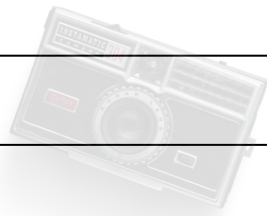
**Hon'ble Barrister Rubab Mehdi signed a Memorandum of Understanding with Provincial Assembly of Khyber Pakhtunkhwa for Democratic Governance, Accountability, and Protection of Citizens' Rights**



**Ombudsperson of Khyber Pakhtunkhwa Hon'ble Barrister Rubab Mehdi addresses the launching ceremony of the Standard Operating Procedures for Khyber Pakhtunkhwa Women Crisis Centers**



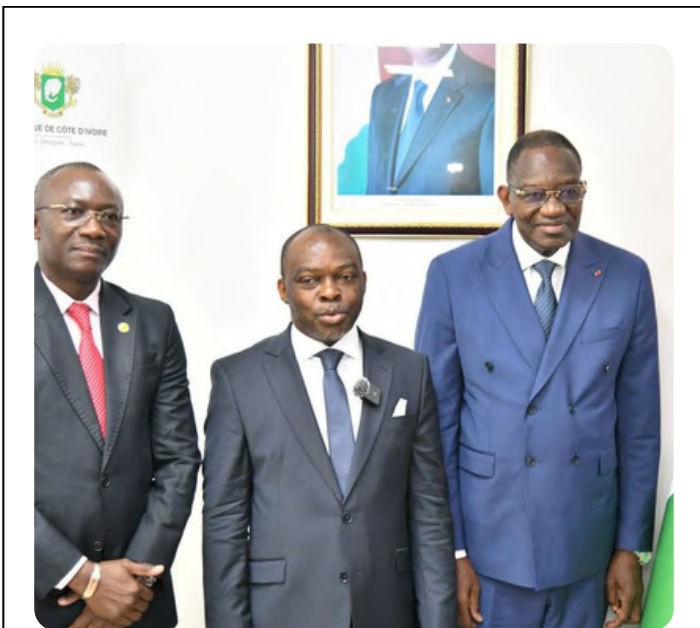
**Barrister Rubab Mehdi addresses the Open Court and Awareness Session held on her directives by the KPK Ombudsperson Office in Dera Ismail Khan**



**Delegation from Mediator of Ivory Coast alongwith Italian Ombudsman Hon'ble Mr. Marino Fardelli at the International Ombudsman Conference held in Rome**



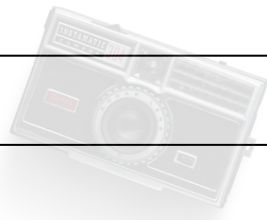
**Mediator of Ivory Coast Celebrated the Working Mothers of the Mediator Office during a dedicated ceremony held on 30<sup>th</sup> May 2026**



**The Mediator of Ivory Coast, Hon'ble Mr. Gaoussou Touré, received the President of the National Council for Human Rights Mr. Christian Arnaud Adjelou**



**Delegation of the Mediator of Ivory Coast participates in the Launch of the National Fortnight of Environment and Climate 2026 (QNEC2026)**



**Ombudsman of Mozambique and OICOA Member Hon'ble Mr. Isaque Chande received the newly appointed Inspector General of Uganda Ms. Carmelita Namashulua**



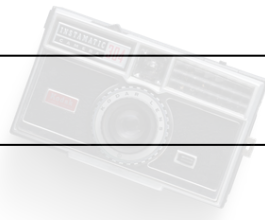
**Ombudsman of Mozambique Mr. Isaque Chande during his working visit to Nampula Province to discuss the opening of its Regional Office**



**OICOA Member and Chairman of Administrative Control Authority of Libya Hon'ble Mr. Abdulla Qaderboh along with the Members of Supreme Council of Libya**



**Hon'ble Mr. Abdulla Qaderboh chairs the meeting to begin the implementation of the next phase of the announcement of the Supervisory Report**



**Chairman of Administrative Control Authority of Libya, Hon'ble Mr. Abdulla Qaderboh attended the 17<sup>th</sup> session of the United Nations Convention on Anti-Corruption in Vienna**



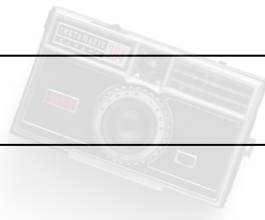
**Hon'ble Mr. Abdulla Qaderboh on the occasion of an event celebrating 76 years of the establishment of Administrative Control Authority of Libya**



**Inspector General of Uganda and OICOA Member, Hon'ble Justice Naluzze Aisha Batala addresses the media representatives during a press conference**



**IGG Uganda's Director of Ombudsman Affairs, Mr. Kakooza Savio addresses the Poverty Eradication and Mobilisation Function held at Makerere University Business School**



**The Jordan Integrity and Anti-Corruption Commission conducted a four days training session for public healthcare officials regarding Advanced Integrity and Forensics Methodologies**



**The Jordan Integrity and Anti-Corruption Commission executed a series of targeted educational initiatives across multiple state institutions to enforce public sector accountability**



**National Human Rights Commission of Bangladesh held an in-house training session on 'AI governance, accountability and its potential adverse impact on Human Rights'**



**National Human Rights Commission of Bangladesh held a training session on "Effective Media Relations for Public Sector Communication"**

## PRESS COVERAGE FOR THE OMBUDSMAN INSTITUTION OF TURKIYE

interpress DÜZCE PARANTEZ GÜNÜMLÜK ULUSAL GAZETE İSTANBUL SİYASİ Tarih: 11.8.2026 Sayfa: 103,73 Stk/Cm: 2,74

# ÇÖZÜM YOLLARI KONUŞULDU

Düze Üniversitesi Hukuk Topluğu tarafından yürütülen, Gençlik ve Spor Bakanlığı tarafından ÜNİDES kapsamında desteklenen ve Sosyal Bilimler Meslek Yüksekokulu iş birliğiyle gerçekleştirilen "Farkındalık26: Yargı Dışı Alternatif Çözüm Yolları" projesi kapsamında Kamu Denetçisi Av. Dr. Fatma Benli Yalçın öğrencilerle bir araya geldi.

İhtikâl Konferans Salonu'nda yapılan katılımla gerçekleştirilen etkinlik, öğrenciler tarafından büyük ilgi gördü. Program, Rektör Yardımcısı Prof. Dr. Mustafa Koc, Cumhuriyet Savcısı Özgür Aydoğdu, İşletme Fakültesi Dekanı Prof. Dr. Emre Boşdemir, Sosyal Bilimler Meslek Yüksekokulu Müdürü Dr. Öğr. Üyesi Vahdet Tarakçı, akademik personel ve öğrenciler katılımıyla yapıldı.

Öğrencilerden "Yargı dışı alternatif çözüm yolları" sergisi Programı kapsamında öğrenciler tarafından hazırlanan "Yargı Dışı Alternatif Çözüm Yolları" temalı serginin açılışını gerçekleştiren, Serpikçe, arabuluculuk, uzlaşma, kamu denetçiliği ve itikâci hakem heyetleri gibi alternatif çözüm yöntemleri, öğrencilerin hazırladığı görsel çalışmalar aracılığıyla ziyaretçilere aktarıldı. Öğrencilerin etkinken yapay zekâ araçlarından da yararlanarak

hazırladığı eserler, katılımcılar tarafından ilgiyle incelendi.

"Hukuk arama kültürünün geliştirilmesi büyük önem taşıyor"

Hukuk Topluğu Danışmanı Öğr. Gör. Fatih Durmuş, proje kapsamında sergi, söyleşi ve çalışmalar, stant, söyleşi ve yarışma gibi etkinliklerle öğrencilerin alternatif çözüm yöntemlerine yönelik farkındalıkların artırılmasını hedeflediğini ifade etti. Alternatif çözüm yollarının hukuk arama kültürünü aşıyor olduğunu bir işleve sahip olduğunu vurgulayan Durmuş, öğrencilerin bu mekanizmaları yakından tanımalarını büyük önem taşıdığını belirtti.

Rektör Yardımcısı Prof. Dr. Mustafa Koc ise öğrencilerin yalnızca akademik bilgi öğrenen kurumlar olmadığını, aynı zamanda toplumsal farkındalık oluşturan yapılar olduğunu ifade

eterek öğrenciler tarafından hazırlanan sergi ve konferansın bu açıdan önemli katkılar sunduğunu söyledi.

Kamu Denetçiliği Kurumu'nun işleyişi anlatıldı

Açılış konuşmalarının ardından program, Kamu Denetçisi Av. Dr. Fatma Benli Yalçın tarafından gerçekleştirilen konferans ile devam etti. Konuşmasında Kamu Denetçiliği Kurumu'nun yapısı, görev alanı ve çalışma usulleri hakkında kapsamlı bilgiler paylaştı Benli Yalçın, vatandaşların idare ile yaşadığı sorunlar/ikâmlarda mahkemeye gitmeden önce başvurabilecekleri çözüm yollarına dikkat çekti. Kamu Denetçiliği Kurumu'nun ücretsiz başvuruya imkân sunması, vatandaş odaklı yaklaşımı ve idarenin hukuka uygun hareket etmesini katkı sağlanması bakımından önemli bir işleve sahip olduğunu belirten Benli Yalçın, kurumun özellikle hukuk arama kültürünün gelişmesine

önemli katkılar sunduğunu ifade etti. Konuşmasında gençlerin hukuk bilinci kazanmasını önemsemediğini Yalçın, bireylerin yalnızca haklarını bilmesinin değil, bu hakları hangi yollarla arayabileceklerini de öğrenmeleri gerektiğini vurguladı. Alternatif çözüm yöntemlerinin toplumsal uzlaşma kültürünü güçlendirdiğini ifade eden Yalçın, bu yöntemlerin idare ile vatandaş arasındaki iletişimi geliştirdiğini ve sorunların daha kısa sürede çözüme kavuşmasına katkı sağladığını dile getirdi.

Program sonunda "Farkındalık26: Yargı Dışı Alternatif Çözüm Yolları" projesine katılan dolayısıyla Kamu Denetçisi Av. Dr. Fatma Benli Yalçın'a ve Düze Cumhuriyet Başsavcısı Yasin Emre adına Cumhuriyet Savcısı Özgür Aydoğdu'ya plaket takdim edildi. (İHA)



interpress MİLLÎ GAZETE GÜNÜMLÜK ULUSAL GAZETE İSTANBUL SİYASİ Tarih: 17.5.2026 Sayfa: 11 Stk/Cm: 58,16

## Kdk'den "burs borcu iptal edilsin" kararı

Milli sporcu statüsü nedeniyle yüksek oranlı öğrenim bursu tanımlanan öğrencinin bursu, hazırlık sınıfında olması nedeniyle kesildi ve öğrenciyeye borç tahakkuk ettirildi.

KAMU Denetçiliği Kurumu (KDK), öğrenciyeye bağlanan bursun, hazırlık sınıfında burs verilmediği gerekçeyle iptal edilerek, ilgiliye geriye dönük borç tahakkuk ettirilmesini hukuksuz buldu ve üniversiteye "borç silin-sin" tavsiyesinde bulundu. KDK'nin kararına göre, bir vakıf üniversitesinde öğrenim gören öğrenciyeye milli sporcu statüsü nedeniyle yüksek oranlı burs tanımlandı. Üniversite, yaklaşık bir yıl sonra hazırlık sınıfının burs kapsamı dışında olduğu gerekçesiyle bursu iptal etti ve öğrenciyeye geçmişe dönük borç tahakkuk ettirdi. İşlemin hukuksuz olduğunu ileri süren öğrenci, tahakkuk ettirilen borcun iptali için KDK'ye başvurdu. KDK, incelemesi sonucu, ilgili yönetmelik hükümlerinin hazırlık sınıfını da kap-

sadığını, öğrencinin herhangi bir kusurunun veya yanıtıcı beyanının bulunmadığını ve idarenin işleminin geri alma süresini aştığını tespit ederek, borcun iptali için üniversite yönetimine tavsiye kararı verdi. KDK'nin kararında, idarenin kendi düzenleyici işlemlerini yorumlama biçiminin öğrencinin kazanılmış beklentilerini ortadan kaldırmayacağı ifade edildi. Öğrencinin burs uygulamasına güvenerek eğitim planlaması yaptığı belirtilen kararda, kazanılmış hakkın, hukuk devleti ilkesi kapsamında korunması gerektiğine işaret edildi. Kararda, geriye dönük borçlandırma işleminin eğitim hakkını zedeleyici sonuçlar doğurduğu bildirildi. KDK'nin tavsiye kararı sonrası üniversite yönetiminin borç kaydını silmediği öğrenildi. ■AA



interpress YENİ ŞAFAK GÜNÜMLÜK ULUSAL GAZETE İSTANBUL SİYASİ Tarih: 8.5.2026 Sayfa: 13 Stk/Cm: 26,18

## KDK İsrail'in suçlarını belgeledi

Kamu Denetçiliği Kurumu tarafından hazırlanan "Gazze'de işkence ve İnsanlık Dışı Muamele" raporuna ilişkin açıklamaya yapan Kamu Başdenetçisi Mehmet Akarca,



İsrail'in Gazze'deki işkence ve insan hakları ihlallerinin raporla belgelenildiğini söyledi. Akarca, Şubat 2024'ten bu yana Türkçe ve İngilizce yayınlanan tematik raporların dokuzuncusunun hazırlandığını belirterek, İsrail'in Filistin'de "işkencenin her türlüünü" uyguladığını belirtti. İnsan hakları kurumlarının harekete geçmesi gerektiğini ifade eden Akarca, sorumluların Uluslararası Ceza Mahkemesi'nde yargılanması çağrısında bulundu. Hazırlanan raporların uluslararası kuruluşlara gönderildiğini kaydeden Akarca, İsrail'in 7 Ekim 2023'ten bu yana Gazze'de gerçekleştirdiği saldırıların "insanlık suçu" niteliği taşıdığını vurguladı. İsrail cezaevlerinde yaklaşık 9 bin 500 Filistinlinin bulunduğunu belirten Akarca, bunların önemli bölümünün idari tutuklu olarak suçlama olmaksızın tutulduğunu söyledi.

interpress AKŞAM GÜNÜMLÜK ULUSAL GAZETE İSTANBUL SİYASİ Tarih: 8.5.2026 Sayfa: 13 Stk/Cm: 42,87



## KDK'den Filistinlilere yönelik işkence raporu

KAMU Denetçiliği Kurumu (KDK), "Gazze'de İşkence ve İnsanlık Dışı Muamele" başlıklı rapor hazırlayarak, İsrail'in Gazze'deki işkencesini belgeledi. Kamu Başdenetçisi Mehmet Akarca, Şubat 2024'ten itibaren yayımlanan Türkçe ve İngilizce tematik raporların 9'uncusunu hazırladıklarını belirterek, "İnsanlık vicdanı buna se-yirci kalamaz. Raporumuzda Gazze'deki işkenceyi belgeledik" dedi. Hazırlanan tematik raporları Uluslararası Ceza Mahkemesi ve uluslararası kur-

hurlara gönderdiklerini belirten Akarca, "İsrail'in 7 Ekim 2023'ten bu yana yaptığı saldırılarda on binlerce kişi hayatını kaybetti. Bunların büyük bir kısmını çocuk, kadın, yaşlılar ve engelliler oluşturmaktadır. Filistinli tutuklu ve hükümlülerin sayısını baktığımızda da şu anda İsrail cezaevlerinde 9 bin 500 civarında tutuklu ve hükümlü bulunduğu anlaşılmaktadır. Bunlar hiçbir suçlama yöneltmeden, aylarca orada sorgusuz sualsiz şekilde tutuluyor" bilgisini verdi.





PRESS COVERAGE FOR OFFICE OF THE HUMAN RIGHTS COMMISSIONER (OMBUDSMAN) OF AZERBAIJAN

azpolitika.info

A round table was held at the Constitutional Court – dedicated to the 103rd anniversary of Heydar Aliyev



On May 6, a round table was held at the Constitutional Court on the topic "Effectiveness of national mechanisms for the protection of human rights and freedoms: The Constitution as the basis of the legal system", dedicated to the 103rd anniversary of the birth of the National Leader of the Azerbaijani people, Heydar Aliyev .

The event was attended by the Commissioner for Human Rights (Ombudsman) Sabina Aliyeva, Executive Director of the Center for Legal Expertise and Legislative Initiatives Samir Mahmudov, and Chairman of the Board of the Institute of Law and Human Rights Mahammad Guluzade.



SOCIETY

Ombudsman: The main strategic directions of building a legal state in our country are linked to the name of the National Leader

12.05.2026 [17:37] Print A A



The publication presented today is not just a book, but a valuable scientific and legal source dedicated to the fundamental foundations created in this area by the statehood legacy of the National Leader Heydar Aliyev, the architect of the modern Azerbaijani state, who played an important role in its legal development and the formation of the justice system. The author of the book, Fikrat Mammadov, who for many years served as the Minister of Justice of Azerbaijan and Chairman of the Judicial and Legal Council and made significant contributions to the development of the law and justice system of our country, has reflected in this work both his rich professional experience and his deep legal approach based on the history of our statehood.

AZERTAC reports that Sabina Aliyeva, the Ombudsman of Azerbaijan, said this while speaking at the presentation of the book "Heydar Aliyev and the Justice of Azerbaijan" held at the Institute of Law and Human Rights.

Xalq qəzeti

AZ | EN | RU

Milli dövlətçiliyin bərpasından demokratik cəmiyyətə gələn yol

siyasət 12:03 27.05.2026

OXUNMA SAYI: 2108



28 May Müstəqillik Günü Azərbaycan xalqının dövlətçilik təqvimində mühüm siyasi bayram olmaqla yanaşı, milli iradanın, azadlıq ideyasının və müasir dövlətçilik düşüncəsinin hüquqi-siyasi ifadəsini özündə əks etdirən əlamətdar tarixdir. Bu gün yalnız müstəqil dövlətin yaradılmasının xatırladın tarix kimi qiymətləndirilmir. Onun mahiyyətində xalqın öz müqəddəratını müəyyən etmək hüququnun həyata keçirilməsi, demokratik idarəçilik prinsiplərinin formalaşdırılması və insan hüquq və azadlıqlarına əsaslanan dövlət modelinin təməlinin qoyulması dayanır.

1918-ci ildə Azərbaycan Xalq Cümhuriyyətinin yaradılması ilə milli dövlətçilik düşüncəsi yeni siyasi məzmun qazanmış, xalq hakimiyyəti, hüquq bərabərliyi və demokratik idarəetmə prinsiplərinə əsaslanan dövlət modelinin formalaşdırılması istiqamətində mühüm addım atılmışdır. Sonrakı dövrlərdə tarixi və siyasi proseslərin təsiri ilə dövlətçilik ənənələrinin inkişaf trayektoriyası dəyişsə də, müstəqillik ideyası xalqın ictimai-siyasi düşüncəsində öz əhəmiyyətini qoruyub saxlamışdır.

10 may 2026-cı il AZƏRBAYCAN 1923 Azərbaycanın özü qədər əbədi 2026 Heydər Əliyevin siyasi-hüquqi irsi: hüquqi dövlət və insan hüquqlarının təminatı Heydər Əliyevin ideyaları ilə formalaşan gənclik

**PRESS COVERAGE FOR ADMINISTRATIVE CONTROL AUTHORITY OF LIBYA AND INTEGRITY & ANTI-CORRUPTION COMMISSION OF JORDAN**



**تعزيز القدرات المؤسسية في ليبيا لمواجهة الفساد وغسل الأموال**



يوصل ملتب الأمم المتحدة المعنى بالمخدرات والجريمة، بالشراكة مع هيئة الرقابة الإدارية في دولة ليبيا، تنفيذ أنشطة التعاون التقني في إطار المشروع الممول من الاتحاد الأوروبي بعنوان "تعزيز القدرات الوطنية للمعنية لمنع ومكافحة الفساد وغسل الأموال". وإذ تستند إلى المنجزات التي تحققت خلال المرحلة الأولى، تركز المرحلة الثانية من المشروع على تعزيز قدرة المؤسسات الوطنية على الوقاية من جرائم الفساد وغسل الأموال، وكشفها، والتحقيق فيها، والتفصل فيها قضائياً. في ذلك الإطار، تولي هذه المرحلة أولوية لتعزيز التنسيق بين الجهات الوطنية المعنية، وتدعيم الأطر القانونية والتنفيذية، وتبني المقاربات الوقائية، بما في ذلك العمل مع الشباب الليبي لتعزيز السلوك الأخلاقي وبتحجج الإبلاغ عن ممارسات الفساد داخل المجتمعات المحلية والقطاع الخاص. في هذا الإطار، شهدت الأنشطة تيسيق رفيع المستوى بداية من السيد عبد اللدقادربوه، رئيس هيئة الرقابة الإدارية، والسيد إبراهيم عبد الكريم علي رئيس اللجنة العليا للإشراف على الاستراتيجية الوطنية للرقابة على الأداء ومكافحة الفساد والوقاية منه (2030-2025)، والدكتور طارق سونان، مدير ملتب الأمم المتحدة المعنى بالمخدرات والجريمة في ليبيا، والسيد فيسنتا شيتيليس ملحق / مدير البرامج بعثة الاتحاد الأوروبي لدى ليبيا لضمان موائمة الأنشطة مع الأولويات الوطنية، والأطر الدولية، والأهداف التشغيلية لأصحاب المصلحة المعنيين.

**THE LIBYA OBSERVER**

**Administrative Control Authority, NOC address fuel supply challenges**



The head of the Administrative Control Authority, Abdullah Qaderbouh, and National Oil Corporation Chairman Masoud Suleman held talks on Libya's fuel crisis and the financing of fuel imports, amid monthly fuel supply costs estimated at \$1.1 billion, or about \$12 billion annually.

The meeting reviewed daily gasoline consumption levels, which typically range between 6 and 8 million liters and can climb to 11 million liters during peak demand periods. Officials highlighted Tripoli's allocation of nearly 9 million liters per day as unusually high and in need of review.



**JIACC Rolls Out Media Outreach Driving 2026-2030 National Anti-Corruption Strategy**

Amman, June 2 (Petra) - The Integrity and Anti-Corruption Commission (JIACC) on Tuesday rolled out a comprehensive media outreach initiative introducing the National Integrity and Anti-Corruption Strategy (2026-2030), a strategic move designed to institutionalize transparency, strengthen public accountability, and align institutional governance with the Kingdom's broader modernization mandates.

The JIACC stated that the initiative encompasses structured public engagement programs, field operations, specialized workshops, and targeted briefings executed in coordination with public sector entities, private enterprise, and civil society organizations. The rollout will leverage cross-platform digital media and institutional networks to ensure widespread coverage.

According to the Commission, the 2026-2030 strategy establishes a multi-sector framework focused on proactive risk mitigation, enhanced regulatory oversight, streamlined public service delivery, and the refinement of administrative and legislative structures to support operational efficiency and systemic equity.



**PRESS COVERAGE FOR INSPECTORATE GENERAL OF UGANDA, MEDIATOR OF IVORY COAST**



**IGG Reports Improved Compliance in 2026 Public Officers' Asset Declaration**



The Inspectorate of Government (IGG) has announced that 80 percent of public officers required to declare their income, assets, and liabilities complied with the April 2026 declaration exercise, marking an improvement from the previous declaration cycle conducted in 2021.

Speaking to journalists at the government-owned media center on Friday, Lady Justice Naluzze Aisha Batala, the Inspector General of Government, said that a total of 302,800 public officers were registered on the IG declaration system, while 241,230 successfully submitted their declarations before the April 30 deadline. However, Naluzze said that up to 61,570 public servants failed to comply.



**Côte d'Ivoire-AIP/ Médiature: une réunion de coordination pour améliorer le service**



Abidjan, 04 mai 2026 (AIP) – Le Médiateur de la République, Gaoussou Touré, a présidé lundi 4 mai 2026 à Abidjan Cocody, une réunion de coordination des activités de l'institution, consacrée à l'amélioration du fonctionnement et à l'évaluation de la campagne nationale de communication en cours.

Selon une publication sur Facebook, la rencontre, tenue à la permanence de l'institution, a permis d'examiner les mécanismes visant à renforcer la qualité du service rendu aux usagers, ainsi que les actions prioritaires à mettre en œuvre pour améliorer l'accessibilité et la visibilité de l'organe de médiation.

Les participants ont également fait le point sur la campagne nationale de communication lancée le 2 mai, en analysant les premiers retours du terrain. Les échanges ont porté sur les canaux de diffusion utilisés, notamment les médias, les plateformes numériques, les applications de messagerie et le centre d'appel, ainsi que sur les ajustements à envisager pour optimiser l'impact de cette initiative auprès des populations.



**Activists petition IGG over Anita Among alleged wealth declaration**

**Kampala, Uganda | URN |** A group of lawyers and activists has petitioned the Inspector General of Government (IGG), seeking a comprehensive investigation into the outgoing Speaker of Parliament, Anita Annet Among, for an alleged breach of the Leadership Code Act. The petition, filed and received by the Inspectorate's Central Registry on Wednesday, May 13, 2026, accuses Among of allegedly failing to declare or under-declare her wealth, assets, and liabilities as mandated by Ugandan law.

This move adds to the growing public scrutiny following Among's recent display of its Rolls-Royce Cullinan, a high-end luxury SUV vehicle reportedly costing Shilling 3.4 billion. The petitioners have requested that the IGG, led by Justice Naluzze Aisha Batala, furnish them with a copy of the Among's declaration, "if any," to verify compliance with the law. The petition is signed by Andrew Karamagi, Mercy Munduru, Kato Tumusiime, Gift Grace Achilla, Praise Aloikin, and Godwin Toko.

**PRESS COVERAGE FOR FEDERAL TAX OMBUDSMAN OF PAKISTAN**

**BUSINESS  
RECORDER**  
Founded by M.A. Zuberi

**President rejects FBR’s presentation against FTO**

**ISLAMABAD:** President Asif Ali Zardari has dismissed a representation filed by the Federal Board of Revenue (FBR) against the Federal Tax Ombudsman (FTO), rejecting FBR’s demand that taxpayers furnish a Surety Bond before receiving tax refunds arising from appellate orders.

The case originated from complaints filed by a foreign-based company against the corporate tax office (CTO), Islamabad, over its failure to implement appellate orders for tax years 2007 and 2009, amounts withheld for nearly a decade despite clear relief granted in the taxpayer’s favour.

The FTO had directed the concerned Commissioner to give appeal effect and process the outstanding refund applications.

FBR contested this before the President’s Secretariat, arguing that its pending references before the Islamabad High Court against the appellate orders should automatically suspend their implementation. It further contended that based on an earlier presidential precedent the taxpayer should be required to furnish a surety bond before any refund is released.

The President rejected both arguments in their entirety. On the surety bond issue, the Secretariat noted that while such a condition had been imposed in one isolated earlier instance, it had not been applied in scores of similar cases decided over the preceding two years, rendering FBR’s reliance on that precedent inconsistent and without merit.

On the pending High Court references, the Secretariat affirmed the FTO’s finding that no stay or restraining order had been issued against the appellate orders. It further clarified that no provision of the Income Tax Ordinance, 2001 automatically suspends the operation of a lower forum’s order merely because a reference has been filed before a superior court. FBR’s failure to give appeal effect within the two-month statutory period under Section 124(4) was found to constitute delay, neglect, and inefficiency amounting to maladministration.

Advocate Waheed Shahzad Butt, who represented the taxpayer before the FTO and the President’s Secretariat, described the ruling as a landmark development for Pakistan’s taxpayer community. For years, FBR’s insistence on surety bonds and procedural delays has effectively denied taxpayers the benefit of their appellate victories, forcing them into prolonged and costly litigation.

**FBR clears long-pending refund in three weeks after FTO order**

Federal Tax Ombudsman flags maladministration, directs timely disposal of claims before recovery action

The Federal Board of Revenue (FBR) Islamabad field formation processed a long-pending tax refund within three weeks following an order by Federal Tax Ombudsman Zafar ul Haq Hijazi.

According to a news report, the case involved a taxpayer seeking an adjustment of refund claims for Tax Years 2017 to 2023 against outstanding tax liabilities. Officials said the taxpayer had approached the department earlier but did not receive a response, leading to a complaint before the FTO.

After reviewing the complaint, departmental submissions and hearing proceedings, the FTO found the delay to be a case of maladministration. The ombudsman noted that the department acted only after formal notices were issued by the FTO.

In an order dated April 8, 2026, the FTO directed the FBR to immediately process the refund and issue instructions to field formations to resolve pending refund claims before initiating recovery proceedings against taxpayers.

The order also highlighted that refund adjustments were being processed selectively, while similar requests from taxpayers remained unaddressed.

Following the directive, the Islamabad field formation completed the refund process within three weeks.

**PRESS COVERAGE FOR PAKISTAN'S PROVINCIAL OMBUDSMAN OF PUNJAB**



**Governor lauds ombudsperson for speedy justice**

**LAHORE:** Governor Sardar Saleem Haider Khan says that the office of the ombudsperson Punjab is playing a vital role in ensuring speedy and inexpensive justice for the people, stressing that delayed justice is tantamount to denial of justice.

These remarks were made during a meeting with Ombudsman Punjab Ayesha Hamid at the Governor's House on Friday where she presented the institution's Annual Report 2025 and briefed the governor on the departmental performance, staff training initiatives, digitalisation measures and efforts aimed at enhancing institutional capacity.

Appreciating the performance of the ombudsperson, Governor Sardar Saleem Haider Khan said that when he assumed office, appeals against the ombudsperson's decisions had been pending in the Governor's Office for three years.

According to a statement, he said those pending appeals were disposed of on a priority basis to provide timely relief to the public. He emphasised that the provision of prompt justice to complainants was indispensable and assured full cooperation from his office in resolving public grievances.

Speaking on the occasion, Ombudsperson Ayesha Hamid informed the governor that the institution received double the number of complaints in 2025 compared to the previous year and immediate relief was provided to complainants through prompt disposal of cases. She also highlighted ongoing efforts to modernise the institution through digitalisation and professional training of staff members.



**Rs51.1m pending dues cleared on Ombudsman's orders**

**LAHORE:**The Office of the Ombudsman Punjab has achieved another milestone by ensuring the payment of over Rs51.1 million in pending dues to 28 citizens across the province, reflecting its commitment to prompt and effective grievance redressal.

According to official details, the affected citizens had approached the Ombudsman Punjab's office after facing prolonged delays and non-payment of their dues by various government departments. Taking swift notice of the complaints, the Ombudsman Punjab issued directives to the authorities concerned and closely pursued the cases, resulting in the successful disbursement of the pending amounts.

**PRESS COVERAGE FOR PAKISTAN'S PROVINCIAL OMBUDSPERSON OF PUNJAB AND PROVINCIAL OMBUDSPERSON OF SINDH**



**Workplace harassment cases have declined, Punjab ombudsperson says**

**Rawalpindi:** Punjab Ombudsperson Dr Najma Afzal Khan said on Wednesday that incidents involving the exploitation of women had fallen markedly due to active enforcement by her institution, while adding that immediate relief was being provided to complainants.

Speaking at a press conference in Rawalpindi, Dr Najma said codes of conduct and inquiry committees were being ensured in institutions where women are employed. She said that out of 1,400 cases received, 1,305 had been decided, and penalties had been imposed on those found guilty.

She said the office of the ombudsperson was working to make sure women could perform their duties in a safe and supportive environment. According to Dr Najma, this approach is in line with Punjab Chief Minister Maryam Nawaz's vision of safeguarding women's rights so they can work without fear.



**Historic Sachal Sami Auditorium Opens at Bhutto Law College Karachi**

By Asif Qureshi

**KARACHI:** The "Sachal Sami Auditorium" at Shaheed Zulfiqar Ali Bhutto Law College Memon Goth was inaugurated by Justice (R) Shah Nawaz Tariq, reported from Karachi. The ceremony was attended by former Sessions Judge Prakash Lal, Hassan Feroz, Senator Dr. Kareem Khawaja, DSPC Mangnejo, Riaz Bhatti, Malir President Sadardin Shaikh, Principal Prof.



Riaz Hussain Baloch, legal education achievements since 2012 and appreciated the institution's academic services. Speakers highlighted

**PRESS COVERAGE FOR PAKISTAN'S PROVINCIAL OMBUDSMAN OF SINDH**

# DAWN

## Ombudsman received record 25,217 public complaints in 2025, CM told

**KARACHI: The Office of the Provincial Ombudsman Sindh received a record 25,217 public complaints during 2025 – an unprecedented 236 per cent increase over previous years – while providing relief in 8,789 cases and securing monetary benefits of Rs4.29 billion for citizens.**

This was revealed in the institution's Annual Report 2025, presented to Sindh Chief Minister Syed Murad Ali Shah by Provincial Ombudsman Dr Sohail Rajput here at the CM House, according to a press release issued here on Tuesday.

The report showed that the highest number of complaints was lodged against local government institutions, with 10,000 complaints registered against Union Councils and Town Committees.

The report highlighted the growing success of the Complaint Management System (CMS), a fully web-based platform launched to facilitate online complaint registration and tracking. As of March 31, 2025, the system had already registered more than 7,611 complaints.

Presenting the report, Dr Sohail Rajput said that the institution remained committed to providing timely, free-of-cost administrative justice to the people of Sindh while promoting transparency, accountability, and responsive governance.

The report also highlighted the international recognition earned by the Provincial Ombudsman Sindh. Dr Rajput was elected as a Director on the Board of the International Ombudsman Institute (IOI) and appointed Vice Chair of the United Nations Ombudsman Working Group, achievements that reflect growing global recognition of Pakistan's ombudsman institutions and governance reforms.

Appreciating the performance of the Provincial Ombudsman, the CM said reaffirmed the provincial government's support for initiatives aimed at improving transparency, accountability, and service delivery. "The figures in this report are not just statistics; they represent real citizens whose complaints have been heard and resolved," he said.




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