

THE OMBUDSMAN OBSERVER



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FOSPAAH Chairs the 2nd Meeting of the OIOGA Subcommittee on Women Rights

Under the chairpersonship of Hon'ble Ms Fauzia Vigar, FOSPAAH led the 2nd Meeting of the OIOGA Subcommittee on Women's Rights, to review the Comparative Compendium, identify common enforcement gaps and advance coordinated action on women's protection, empowerment and access to justice across the OIC region. High Commissioner of Rwanda to Pakistan also attended as a Special Observer.



OIOGA President Hon'ble Mr. Mehmet Akarca Participated as a KeyNote Speaker at the International Baku Ombudsman's Summit

Mr. Mehmet Akarca participated as a keynote speaker at the International Baku Ombudsman's Summit under the theme "Human Rights in the Age of Artificial Intelligence: Opportunities, Risks and Responsibilities", hosted by the Human Rights Commissioner of Azerbaijan.

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Almas Ali Jovindah

Editor-in-Chief
Executive Secretary (OICOA)

Neelam Fatima Shujahuddin

Editor
Assistant Advisor (OICOA)

The President's Message

Dear Esteemed OICOA Members and Colleagues,

I am pleased to address you through the July 2026 edition of the OIC Ombudsman Association (OICOA) e-Newsletter. As Ombudsman Institutions, we remain committed to fulfilling our shared responsibility to strengthen justice, human rights, and the principles of good administration. At the same time, we continue to witness the indispensable role that international cooperation and the exchange of information and experience play in achieving these objectives.

As the Ombudsman Institution of the Republic of Türkiye, we continued to contribute to strengthening dialogue among Ombudsman Institutions through our active participation in international platforms throughout the month of June. The exchange of institutional experience and best practices not only enhances the capacity of our institutions but also improves the effectiveness and quality of the services we provide to our citizens.



In today's world, where technological developments, global challenges, and societal expectations are rapidly changing, it is essential for Ombudsman institutions to embrace innovation while remaining firmly committed to the principles of independence, impartiality, transparency, and fairness. The cooperation we carry out under the umbrella of the OICOA strengthens this shared vision and further reinforces solidarity among our member institutions.

On this occasion, I would like to thank all member institutions for their continued cooperation, solidarity, and valuable contributions. I firmly believe that, through our joint efforts, the OICOA will continue to be a strong and respected platform contributing to the advancement of justice, human rights, and good administration throughout the Islamic world and beyond.

Mehmet Akarca

PRESIDENT (OICOA)

CHIEF OMBUDSMAN OF TURKIYE

The Secretary General's Message

Esteemed OICOA Members and Colleagues,

It gives me great pleasure to welcome you to the June 2026 edition of the OICOA Newsletter. The month has been distinguished by active international engagement, constructive institutional dialogue and a growing OICOA presence in discussions shaping the future of ombudsmanship, human rights and accountable governance.

I extend my warm congratulations to Hon'ble Ms. Sabina Aliyeva, OICOA Board Member and Human Rights Commissioner (Ombudsman) of Azerbaijan, for successfully hosting the International Baku Ombudsmen Summit on the timely theme of human rights and artificial intelligence. I was equally pleased to see OICOA President and Chief Ombudsman of Türkiye, Hon'ble Mr Mehmet Akarca, and Federal Ombudsman of Pakistan, Hon'ble Mr Naveed Kamran Baloch, contributing prominently to the Summit. Their interventions on human dignity, accountability, transparency and responsible use of AI brought a strong OICOA voice to an increasingly important global debate.

I congratulate the Jordan Integrity and Anti-Corruption Commission on achieving ISO/IEC 27001 certification, an accomplishment of particular relevance to an oversight body entrusted with sensitive complaints and investigative information. By strengthening the security, integrity and reliability of its information systems, the Commission has reinforced the institutional foundations on which effective anti-corruption work depends, while also advancing the modernisation goals of Jordan's National Integrity and Anti-Corruption Strategy 2026–2030. I also commend Hon'ble Isaque Chande, Ombudsman of Mozambique, for using International Public Service Day as an occasion not only to recognise public service, but to examine the standards by which it should be delivered. His emphasis on teamwork, professional conduct and responsiveness, complemented by direct citizen outreach through the conduction of '*Assistance Fair*' gave the observance of this day a practical dimension closely aligned with the Ombudsman's mandate.

I particularly commend Hon'ble Lady Justice Aisha Naluzze Batala, Inspector General of Government of Uganda, for pressing for the swift finalisation of the Asset Confiscation and Recovery Orders Rules, 2026. As a Tax Ombudsman, I attach special importance to measures that protect public resources and ensure that illicit gains are effectively recovered for the benefit of the State and its citizens. Her emphasis on clear procedures, consistent enforcement and accountable management of recovered assets speaks directly to the wider principles of financial integrity and responsible public administration.

I am encouraged by the seriousness with which our member institutions are confronting both enduring and emerging challenges, from safeguarding public resources and strengthening internal systems to protecting human rights in an increasingly digital age. These efforts show that effective ombudsmanship is built not only on mandate, but on professional courage, institutional discipline and a willingness to learn from one another. I wish all OICOA Members continued success in their service to citizens and pray for lasting peace, stability and prosperity across the Muslim Ummah.

With warmest regards



Zafar Hijazi

SECRETARY GENERAL (OICOA)
FEDERAL TAX OMBUDSMAN OF PAKISTAN

From the Desk of Executive Secretary



Distinguished OICOA Members and Worthy Ombudsmen & Ombudspersons,

I am pleased to present the June 2026 edition of the OICOA Newsletter, which captures another productive month of institutional activity, international engagement and knowledge-sharing across our growing network. The developments featured in this edition reflect how OICOA Member Institutions continue to strengthen their respective mandates while also contributing valuable experience to the wider ombudsman community.

I would like to warmly congratulate Hon'ble Ms. Sabina Aliyeva, OICOA Board Member and Human Rights Commissioner (Ombudsman) of Azerbaijan, on the successful organisation of the International Baku Ombudsmen Summit. Bringing together our valued OICOA Members including former OICOA President Hon'ble Mr. Şeref Malkoç, national human rights institutions and experts from numerous countries around the theme of human rights and artificial intelligence was both timely and substantive. The Summit not only elevated an important global discussion, but also demonstrated the convening strength of our member institutions in bringing diverse perspectives together around emerging challenges to rights, accountability and public governance.



I would also like to congratulate Hon'ble Mr Hassan Tariq, OICOA Board Member and Mediator of the Kingdom of Morocco, on the opening of the new Marrakech–Safi Regional Office. The expansion of the regional presence of Mediator of Morocco is a meaningful development, as it places institutional mediation closer to the communities it is intended to serve and strengthens the capacity to address local administrative grievances more directly and efficiently.

I also had the honor of presiding over the Second Meeting of the OICOA Subcommittee on Women's Rights in my capacity as Executive Secretary of OICOA, under the chairpersonship of Pakistan's Federal Ombudsperson, Hon'ble Ms. Fauzia Viqar. I commend Ms. Viqar and her team at FOSPAH for the considerable effort invested in preparing the Comparative Compendium on Women-Friendly Laws, Policies and Redress Mechanisms, which has added a valuable reference to the OICOA repository. The meeting provided a strong basis for OICOA Member Institutions to learn from one another and pursue more coordinated efforts towards women's empowerment, stronger legal protection and more effective access to justice for women across the OIC region.

I commend Hon'ble Mr. Demba Kandji, Mediator of Senegal, for his strong advocacy of accessible financial mediation as a means of protecting citizens and preserving confidence in financial institutions. His emphasis on resolving disputes efficiently before they escalate into litigation offers a practical model of how mediation can advance both consumer protection and financial inclusion. I wish to particularly appreciate Hon'ble Muhammad Sohail Rajput, Provincial Ombudsman Sindh, for directing the inspection of District Jail Shaheed Benazirabad and placing the dignity and basic rights of prisoners at the centre of institutional oversight. Attention to the concerns of those in custody, especially their healthcare, food, sanitation and access to grievance redress, is a reminder that the true reach of an Ombudsman is measured by how effectively it protects those whose voices are most easily overlooked.

I am truly encouraged by the purposeful work being carried out across our Member Institutions and the continued spirit of cooperation within the OICOA family. I also look forward to the 13th OICOA Board Meeting, to be held virtually in September, and to deliberating with you on important matters concerning the Association's future direction. May our collective efforts continue to strengthen justice, accountability and public confidence across the OIC region.

With profound regards,

Almas Ali Jovindah
EXECUTIVE SECRETARY (OICOA)



HUMAN RIGHTS COMMISSIONER OF AZERBAIJAN

OICOA Board Member and Human Rights Commissioner of Azerbaijan Hon'ble Sabina Aliyeva Convenes the International Baku Ombudsmen Summit to Address Human Rights Challenges Arising from Artificial Intelligence



OICOA Board Member and Commissioner for Human Rights (Ombudsman) of Azerbaijan, Hon'ble Ms. Sabina Aliyeva, convened the International Baku Ombudsmen Summit in Baku on 18th and 19th June 2026 under the theme "Human Rights in the Age of Artificial Intelligence: Opportunities, Risks and Responsibilities."

Held at her initiative in connection with Azerbaijan's Human Rights Day, the summit brought together ombudspersons, representatives of national human rights institutions, international organisations, public authorities, civil society and experts from nearly 30 countries. OICOA President and Chief Ombudsman of Türkiye, Hon'ble Mr. Mehmet Akarca and OICOA Member and Federal Ombudsman of Pakistan, Hon'ble Mr. Naveed Kamran Baloch were also in attendance as panelists.

In her opening address, Hon'ble Ms. Sabina Aliyeva emphasised the need for legal, ethical and institutional safeguards to ensure that artificial intelligence is developed and used in accordance with the principles of legality, accountability, equality, transparency and respect for human dignity.

The discussions addressed data protection, privacy, disinformation, employment, digital literacy and the risks of discrimination in artificial intelligence systems. The summit concluded with the adoption of the Baku Declaration on Artificial Intelligence and Human Rights. Cooperation agreements were also signed between the Ombudsman institution of Azerbaijan and its counterparts in Montenegro and Bosnia and Herzegovina.

Hon'ble Sabina Aliyeva Signs a Memorandum with the Ombudsmen of Bosnia and Herzegovina to Strengthen Cooperation on Human Rights Protection

A signing ceremony was held during the International Baku Ombudsmen Summit for a Memorandum of Understanding between OICOA Board Member and Human Rights Commissioner of Azerbaijan Hon'ble Sabina Aliyeva, and the Ombudsmen of Bosnia and Herzegovina, Hon'ble Nives Jukić, Hon'ble Nevenko Vranješ and Hon'ble Jasminka Džumhur.

The memorandum aims to strengthen institutional cooperation, promote the exchange of information and experience in the protection of human rights and freedoms, and support joint awareness-raising activities in areas of mutual interest between the signatories. Ms. Aliyeva stated that the agreement would further develop cooperation between the ombudsman institutions of the two countries and contribute to the more effective protection of human rights and freedoms.

The signing of this Memorandum was one of the key bilateral outcomes of the International Baku Ombudsmen Summit and reflected the importance of formal partnerships among national human rights institutions. It also reinforced the summit's broader objective of promoting closer international cooperation in responding to shared human rights concerns.



OICOA BOARD MEMBER ACTIVITIES

Hon'ble Sabina Aliyeva and OIC Human Rights Commission Executive Director Mr. Hadi Bin Ali Al-Yami Discuss Closer Cooperation on Shared Human Rights Priorities

Azerbaijan's Human Rights Commissioner and OICOA Board Member, Hon'ble Ms. Sabina Aliyeva, met a delegation headed by Mr. Hadi Bin Ali Al-Yami, Executive Director of the Independent Permanent Human Rights Commission of the Organisation of Islamic Cooperation, in Baku on 19th June 2026.

Ms. Aliyeva welcomed the Commission's participation in the International Baku Ombudsmen Summit and described cooperation with international organisations and national human rights institutions as a central part of her institution's external engagement. She also welcomed the Commission's fact-finding report on the human rights and humanitarian situation in territories returned to Azerbaijani control following the 2020 conflict.

The meeting addressed the need for coordinated international action against racism, discrimination, intolerance, double standards and Islamophobia. Both sides also reviewed prospects for closer institutional cooperation in the promotion and protection of human rights. Al-Yami commended the Baku Summit for facilitating substantive discussion and professional exchange among participating institutions.



Representative of Human Rights Commissioner of Azerbaijan Highlights Equal-Pay and Gender-Equality Reforms at the 2nd Meeting of the OICOA Subcommittee on Women Rights



Ms. Ayten Tarverdiyeva (Head of the Department on the Protection of the Rights of Persons with Disabilities, representing the Office of the Human Rights Commissioner (Ombudsman) of Azerbaijan, addressed the Second Meeting of the OICOA Subcommittee on Women's Rights through a pre-recorded video statement. She emphasized that equality and fundamental freedoms are essential to the effective protection of human rights.

She highlighted legislative amendments in Azerbaijan approved in May 2026 requiring employers to provide equal pay to women and men performing the same work or work of equal value. The reforms strengthen Azerbaijan's legal framework for gender equality and workplace protection. Ms Tarverdiyeva also outlined the Ombudsman institution's work on complaints involving labour rights, social security, healthcare, domestic violence, early marriage and gender-based discrimination. Its findings and recommendations have contributed to national policies, including the Gender Equality Action Plan for 2026–2028. She explained that work of equal value is assessed according to working conditions, job responsibilities and professional qualifications, while noting that greater legal awareness among women remains essential for ensuring that these protections are effectively exercised.

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OMBUDSMAN INSTITUTION OF TÜRKIYE

President of OICOA and Chief Ombudsman of Türkiye, Hon'ble Mr. Mehmet Akarca, Participated as a Speaker in the International Baku Ombudsmen Summit



President of OICOA and Chief Ombudsman of Türkiye, Hon'ble Mr. Mehmet Akarca, participated as a speaker in the International Baku Ombudsmen Summit on "Human Rights in the Age of Artificial Intelligence: Opportunities, Risks and Responsibilities" hosted by the Commissioner for Human Rights (Ombudsman) of the Republic of Azerbaijan, dedicated to June 18 – Human Rights Day in the Republic of Azerbaijan.

The Summit held under the leadership of OICOA Board Member and Human Rights Commissioner of Azerbaijan, Hon'ble Ms. Sabina Aliyeva brought together ombudsmen, representatives of national human rights institutions and international organizations, senior officials from government bodies, representatives of civil society institutions, as well as experts in the fields of artificial intelligence and human rights from 30 countries.

In his speech, Mr. Akarca emphasized both the opportunities and the threats posed by AI and digital transformation. In this framework, he mentioned that this rapid transformation must proceed on the basis of

respect for human dignity, fundamental rights and freedoms, equality, and inclusiveness and that human dignity must be at the center of artificial intelligence policies. He also stated that transparency, accountability, rule of law and respect for human rights must be the indispensable elements of AI governance.

New Zealand Ambassador Visits Chief Ombudsman of Türkiye to Discuss Bilateral Cooperation and Citizens' Grievances

The Ambassador of New Zealand to Türkiye, H.E. Mr. Greg Lewis, paid a courtesy visit to the President of the OIC Ombudsman Association and Chief Ombudsman of Türkiye, Hon'ble Mr. Mehmet Akarca, on 2 June 2026.

During the meeting, the two sides exchanged information on the structure, mandate, and working practices of the Ombudsman institutions in Türkiye and New Zealand. Particular attention was given to the role of Ombudsman offices in examining citizens' grievances, ensuring fairness in public administration, and providing accessible avenues for individuals seeking redress.

The discussions also highlighted the importance of independent oversight institutions in promoting transparency, accountability, and public confidence in government services. Mr. Akarca shared information on the efforts of the Ombudsman Institution of Türkiye to address complaints effectively and contribute to the improvement of administrative practices. The visit provided an opportunity to exchange views on strengthening bilateral relations and encouraging greater institutional cooperation between Türkiye and New Zealand. Both sides underlined the value of sharing experience and good practices in the protection of citizens' rights and the improvement of public service delivery.



Penal Reform International Regional Director for South Caucasus, Ms. Tsira Chanturia, Paid a Visit to President of OICOA and Chief Ombudsman of Türkiye, Mr. Mehmet Akarca



The Regional Director for South Caucasus at Penal Reform International (PRI), Ms Tsira Chanturia, paid a visit to the President of the OIC Ombudsman Association and Chief Ombudsman of Türkiye, Hon'ble Mr Mehmet Akarca, on 25 June 2026. The meeting was also attended by PRI Project Manager Ms Miranda Merkviladze.

During the meeting, the two sides discussed potential areas of cooperation between the Ombudsman Institution of Türkiye and Penal Reform International, with particular focus on strengthening the monitoring of prisons and other places of detention. The discussions addressed the possibility of PRI contributing to the professional development of Ombudsman Institution staff through specialized training workshops.

Such activities could support the further improvement of prison monitoring practices in Türkiye in accordance with international standards and established human rights principles. The participants also exchanged views on the effective monitoring of penal institutions, the prevention of torture and ill-treatment, and the importance of ensuring that persons deprived of their liberty are treated with dignity and respect. The role of independent oversight mechanisms in identifying shortcomings, addressing complaints, and improving conditions in detention facilities was also highlighted. The meeting concluded with an exchange of views on strengthening international cooperation, sharing expertise, and promoting good practices in the protection of the rights of detainees and prisoners.

Chief Ombudsman of Türkiye and OICOA President Hon'ble Mr. Mehmet Akarca Meets Başkent University Interns Receiving Training at the Ombudsman Institution of Türkiye

Chief Ombudsman of Türkiye and President of OIC Ombudsman Association, Hon'ble Mr. Mehmet Akarca, met with students from Başkent University who were receiving training at the Ombudsman Institution of Türkiye as part of the Education-Oriented Internship Information Programme.

During the meeting, Mr. Akarca shared insights from his professional career and spoke about the responsibilities, working principles, and public service role of the Ombudsman Institution. He also highlighted the importance of professional ethics, impartiality, accountability, and respect for citizens' rights in public administration. The meeting gave the students an opportunity to learn directly from Mr Akarca's experience and to gain a better understanding of the Ombudsman Institution's role in examining citizens' complaints and promoting fair and effective administration. Mr. Mehmet Akarca also encouraged the students to make full use of the training programme, strengthen their professional knowledge, and approach their future careers with a strong sense of public responsibility.





MEDIATOR OF THE KINGDOM OF MOROCCO

Mediator of the Kingdom of Morocco Signs Partnership With Higher Institute of Audiovisual Professions and Cinema to Advance Human Rights through Audiovisual Media

On 24th June, OICOA Board Member and Mediator of Morocco, Hon'ble Mr. Hassan Tariq and Mr Abdessamad Moutii, Director of the Higher Institute of Audiovisual Professions and Cinema, signed a partnership and cooperation agreement aimed at strengthening the use of audiovisual media in promoting human rights, citizenship and good governance.

The agreement was concluded during the first edition of the institute's Partners' Forum, held in Rabat under the theme "From the Image to the Virtual World: Laying the Foundations for Sustainable Partnerships." The forum brought together representatives of constitutional and national institutions, universities, higher education establishments, specialised institutes, professional organisations and civil society.

The partnership provides a framework for exchanging expertise and good practices in audiovisual communication and institutional mediation. It also envisages joint initiatives in professional training, audiovisual production and specialised digital documentation, with a particular focus on improving public understanding of rights and strengthening communication between institutions and citizens.



OICOA Board Member Hon'ble Mr. Hassan Tariq and IOMed Secretary-General Teresa Cheng Explore Institutional Mediation Cooperation



Hon'ble Mr. Hassan Tariq (OICOA Board Member and Mediator of the Kingdom of Morocco), received Hon'ble Ms. Teresa Cheng (Secretary-General of the International Organization for Mediation (IOMed)), at the institution's headquarters in Rabat. Ms. Cheng was visiting Morocco to participate in an international mediation conference organised by the Ministry of Justice in Casablanca. Morocco is among the signatories to the IOMed Convention, while the organisation currently brings together 43 member states.

During the meeting, Mr. Tariq outlined the mandate of the Mediator of the Kingdom and explained how the institution addresses disputes involving public administrations through mediation, permanent committees, fact-finding procedures and investigative hearings. He also highlighted the institution's contribution to administrative governance through thematic reports submitted to the Head of Government and reports examined by parliamentary committees, which identify administrative shortcomings and propose corrective measures. Mr. Tariq expressed the institution's readiness to contribute its expertise to the Mediation Academy planned by Morocco's Ministry of Justice in cooperation with IOMed. The proposed academy is expected to support professional training, knowledge exchange and the development of specialised mediation capacity.

Ms. Cheng presented IOMed's work in mediating and conciliating international commercial disputes, including cases involving foreign investors, and promoting alternatives to litigation. She welcomed Morocco's experience in institutional mediation, particularly the legal provisions allowing foreign residents and investors to file complaints against Moroccan public administrations, as well as the institution's use of bilateral cooperation agreements with counterpart bodies.

Hon'ble Hassan Tariq Calls for the Drive to Standardise Mediation Procedures Across Morocco at the Second National Forum on Institutional Mediation held in Marrakech



The Second National Forum on Institutional Mediation was held in Marrakech with a first working session focused on strengthening professional consistency and advancing the institutional development programme of the Mediator of the Kingdom.

Opening the session, OICOA Board Member and Mediator of Morocco, Hon'ble Mr. Hassan Tariq, outlined the strategic importance of the annual gathering in harmonising professional practices across the institution and improving the management of mediation cases. The session was chaired by Mohammed Saqli Hassani, Regional Delegate for Fez–Meknes, and included an introductory presentation by Soufiane Jardane, Chief of Staff to the Mediator, alongside contributions from Mohammed El Idrissi, Mohammed El Yamlahi Al-Chaer and Mustapha Marouni.

Discussions examined the principal procedural stages of institutional mediation, including the receipt and registration of grievances, complaints and settlement requests; the processing of mediation applications; and the legal and administrative considerations involved in deciding such requests. Held in Marrakech on 18–19 June 2026 under the theme “Procedural Fairness in Managing Requests for Mediation,” the two-day forum brought together advisers to the Mediator, central administration officials, regional and local delegates, and staff from the institution’s studies and analysis divisions.

Hon'ble Hassan Tariq Inaugurates New Marrakech–Safi Regional Office of the Mediator of Morocco

Hon'ble Mr. Hassan Tariq (OICOA Board Member and Mediator of the Kingdom of Morocco), inaugurated the new headquarters of the institution’s regional delegation for Marrakech–Safi in the Jnane Al Afia district of Marrakech, on the 18th of June.

The new office forms part of the institution’s strategy to strengthen its regional presence and bring public-service mediation closer to citizens. It is also intended to expand access to the Mediator’s services and improve the reception, assessment and processing of grievances. The headquarters is expected to support greater procedural fairness by simplifying access to mediation, improving guidance for complainants and ensuring more effective local follow-up. The initiative reflects the institution’s broader objective of developing a more accessible, responsive and territorially connected mediation system.

The inauguration was attended by Issam Al Azzouzi, Regional Delegate for Marrakech–Safi, advisers to the Mediator, central administration officials, regional and local delegates, and members of the institution’s staff. The opening of a new regional office of the Mediator of Morocco, also signals a shift towards a more decentralised model of institutional mediation, in which regional offices play a greater role in identifying local administrative challenges and responding to citizens’ concerns. By reinforcing its presence outside the central administration, the Mediator of Morocco under the leadership of Hon'ble Mr. Hassan Tariq envisions to strengthen public confidence, improve coordination with regional authorities and ensure that mediation services reflect the practical needs of communities across the Marrakech–Safi region.





OMBUDSMAN OF THE KINGDOM OF BAHRAIN

Hon'ble Ghada Hameed Receives Justice Ibrahim Al-Jaffan Following Completion of his Doctoral Research on Criminal Justice

OICOA Board Member, Secretary General of the Ombudsman of Bahrain and Chairperson of the Prisoners and Detainees Rights Commission, Hon'ble Ms. Ghada Hameed Habib, received Justice Dr. Ibrahim Salman Mohammed Al-Jaffan (Member of Prisoners and Detainees Rights Commission), following his award of a doctorate from Cairo University.

During the meeting, Dr. Al-Jaffan presented Ms. Habib with a copy of his doctoral thesis, titled "Civil-Right Intervention in Criminal Proceedings." Ms Habib commended the study as a valuable contribution to legal and judicial scholarship, noting its potential to support the development of mechanisms that protect rights and promote access to justice.

She congratulated Justice Dr. Al-Jaffan on his academic achievement and wished him continued success in his professional and scholarly career. He, in turn, thanked Ms Habib for her support for the Commission's members and staff, highlighting its contribution to strengthening the institution's work and advancing respect for human rights.



The meeting also highlighted the importance of legal research in strengthening the Commission's oversight role and supporting the continued development of rights-based practices within criminal justice and detention systems. Academic contributions of this nature can provide useful guidance for improving institutional procedures and reinforcing safeguards for prisoners and detainees.



OMBUDSMAN OF REPUBLIC OF INDONESIA

Indonesian Ombudsman Promotes Stronger Oversight in Trade Policy and Public-Service Delivery



Ombudsman of Indonesia's Member Mr. Abdul Ghoftar addressed officials of the Ministry of Trade's Trade Policy Agency (BKPerdag) in Jakarta on 3 June 2026, outlining the institution's mandate in safeguarding administrative fairness, procedural compliance and the quality of public services. The session formed part of efforts to strengthen professional, accountable and service-oriented governance within the agency. Mr Ghoftar underscored the relevance of Ombudsman oversight throughout the policy cycle. He noted that public complaints, investigative findings and assessments of administrative practice can provide important evidence for the formulation, implementation and evaluation of trade policies.

He also referred to the Ombudsman's recent monitoring of essential commodity prices in traditional markets across Jakarta, Central Java and West Nusa Tenggara. Conducted amid increases in non-subsidised fuel prices and ahead of Eid al-Adha, the exercise examined the wider implications of price pressures for public-service effectiveness and citizens' access to basic necessities. The Ombudsman expressed its intention to deepen cooperation with BKPerdag in support of transparent, accountable and citizen-centred trade governance.

Ombudsman of the Republic of Indonesia Demands Safety Review After Five Deaths in Village Cooperative Training

Ombudsman of Indonesia's Member Dr. Maneger Nasution expressed condolences following the deaths of five prospective managers of the Red and White Village and Urban Cooperative programme during basic training under the Indonesian Development Mobilisation Scholars Programme. He said the incident required a comprehensive and independent review of the training methodology, safety standards and overall governance of the programme.

Mr. Nasution acknowledged the strategic importance of developing capable managers for village cooperatives but stressed that the training must remain aligned with the substantive competencies required for the role. These include organisational management, financial analysis, business planning and the development of local economic networks. While discipline may form part of the programme, he said it should not overshadow the professional and managerial skills central to cooperative leadership.



The Ombudsman of Indonesia called for the review to assess the relevance of the curriculum, the proportionality of physical activities, compliance with safety procedures, medical preparedness, emergency-response arrangements and the protection of participants' rights. It also indicated that an own-motion investigation could be initiated should there be evidence of maladministration in the programme's planning or implementation. Mr. Nasution added that the training should be suspended if serious deficiencies are identified and corrective recommendations are not promptly implemented. He emphasised that participant safety, accountable management and effective protection mechanisms must remain central to any programme intended to strengthen national human-resource capacity.

Indonesian Ombudsman Condemns Obstruction of Surprise Inspection at Cibinong Prison in West Java



The Indonesian Ombudsman expressed serious concern after officers at the Class IIA Pondok Rajeg Penitentiary in Cibinong, West Java, prevented its supervisory team from conducting an unannounced inspection on 18 June 2026. The visit was intended to assess public-service standards, detention conditions and the protection of inmates' human rights.

The inspection was led by Ms. Siti Uswatun Hasanah, Head of the Ombudsman's Legal, Human Rights, Immigration and Correctional Affairs division, under the inter-institutional Cooperation for the Prevention of Torture initiative. Despite presenting an official assignment letter and explaining the legal basis for the visit, the team was made to wait for approximately two hours before being denied access to prison facilities and direct interviews with inmates.

Ms. Hasanah said the obstruction was inconsistent with principles of transparency and accountability and interfered with the Ombudsman's statutory authority to conduct own-motion investigations and inspections without prior notice. She stressed that independent oversight is essential to ensuring that inmates are protected from violence, torture and other cruel, inhuman or degrading treatment.

The Ombudsman contrasted the incident with a simultaneous inspection at Medan Class I Prison, where its team was granted full access to facilities and inmates. It called on correctional authorities to demonstrate genuine commitment to human-rights protection by facilitating, rather than restricting, lawful and independent oversight. The inspection formed part of a wider national prevention mechanism involving the Ombudsman, the National Human Rights Commission, the National Commission on Violence Against Women, the Indonesian Child Protection Commission, the Witness and Victim Protection Agency and the National Commission on Disabilities. Previous monitoring visits conducted under this framework had proceeded without obstruction at detention, healthcare, social-care and correctional institutions.



GENERAL INSPECTION ORGANIZATION OF IRAN

Iran's General Inspection Organization Reviews Nationwide Final Examinations and Education Policy Under the Leadership of OICOA Vice President, Justice Dr. Zabiullah Khodaeiyan



OICOA Vice President and President of GIO Iran, Hon'ble Justice Dr. Zabiullah Khodaeiyan, visited the Ministry of Education's Center for Educational Assessment and Quality Assurance and its Final Examinations Operations Room, accompanied by the Minister of Education. He met expert teams and reviewed the administration of nationwide final examinations, including arrangements in Tehran and through direct calls with examination officials on Khark and Qeshm islands.

During the visit, Dr Khodaeiyan stressed the need for close coordination between supervisory and executive authorities to protect students' educational rights, preserve examination integrity and prevent academic fraud. He noted that even minor differences in examination scores can significantly affect students' academic futures, requiring rigorous and accountable oversight.

He also called for a review of policies governing the use of Grade 11 results and grade-point averages in the national university entrance examination. Warning that inconsistent decisions could create confusion and public concern, he said the Organization had formally raised the matter with the President and urged policymakers to consider whether current arrangements were increasing rather than reducing students' stress. Addressing educational equity, Dr Khodaeiyan highlighted disparities between well-resourced urban schools and institutions in remote provinces, despite students sitting the same examinations. He also called for the refund of fees collected for meals, transportation or other services that were not provided during periods of virtual education, while commending teachers and education officials for maintaining services during the difficult period of US-Iran war.

Vice President of Iran's General Inspection Organization Urges Newly Recruited Inspectors to Build Expertise and Adopt Preventive Oversight

Dr. Ahmad Rahmanian, Vice President of Iran's General Inspection Organization, called on newly recruited personnel to develop strong professional expertise and approach oversight work with integrity, discipline and a commitment to public service. He made the remarks at the opening of the Organization's induction training programme.

Highlighting the General Inspection Organization's prominent position within Iran's national oversight framework, Dr. Rahmanian said inspectors must meet the high professional and ethical standards associated with the institution. He emphasized that effective oversight requires more than formal qualifications, noting that personnel must understand how to plan, conduct and conclude assignments with clarity and precision.

Dr. Rahmanian described specialised knowledge as essential to successful inspection work, stating that inspectors must possess a thorough understanding of the sectors and issues under their supervision. He also encouraged the new recruits to embrace a culture of dedicated service, including a willingness to undertake demanding assignments beyond regular working hours when necessary. The induction programme was presented as the foundation for the recruits' future responsibilities within the Organization. Dr. Rahmanian urged participants to make full use of the training, stressing that informed, preventive and results-oriented oversight is critical to avoiding administrative failures and strengthening accountability across public institutions.





FEDERAL TAX OMBUDSMAN OF PAKISTAN

OICOA Secretary General Hon'ble Mr. Zafar Hijazi Recieves the Ombudsman of Azad Jammu & Kashmir at the OICOA Secretariat in Islamabad



Hon'ble Mr. Zafar Hijazi (Federal Tax Ombudsman of Pakistan and Secretary General of OIC Ombudsman Association), received OICOA Member and Ombudsman of Azad Jammu & Kashmir, Hon'ble Mr. Arif Khan Rathore and Ms. Shazia Ashraf (Secretary of the AJ&K Ombudsman Secretariat). Executive Secretary of OICOA and Advisor (Legal) of Federal Tax Ombudsman, Mr. Almas Ali Jovindah also attended the meeting. Hon'ble Ombudsman of AJ&K acknowledged the support provided by Hon'ble Zafar Hijazi in his capacity as the Secretary General of OICOA and President of Forum of Pakistan Ombudsman, in reviving the AJ&K Ombudsman institution and facilitating the restoration of its leadership. He described this assistance as instrumental in enabling the institution to resume its role in addressing public grievances and promoting administrative accountability in the AJ&K region.

Hon'ble Mr. Zafar Hijazi and Mr. Almas Ali Jovindah also pledged continued guidance, institutional cooperation and capacity-building support for the AJ&K Ombudsman through the platform of OIC Ombudsman Association. The discussions placed particular emphasis on strengthening complaint-handling procedures, professional development, institutional effectiveness and the delivery of accessible and timely redress to citizens. Both ombudsmen also discussed how cooperation between OICOA's leadership and national ombudsman institutions of Pakistan can support the development of stronger accountability mechanisms and promote the exchange of best practices.

Federal Tax Ombudsman of Pakistan Calls for Establishment of a Formal Citizen-Input Mechanism to Curb Revenue Leakages and Broaden the Tax Base

The Federal Tax Ombudsman of Pakistan issued recommendations that the Federal Board of Revenue should establish a structured system for receiving, evaluating and responding to information submitted by citizens on revenue leakages, tax-base expansion and systemic compliance weaknesses. The recommendation followed a complaint from an individual who claimed that information provided to the FBR could generate substantial additional revenue but had received no response despite repeated communications. Although parts of the complaint initially fell outside the FTO's jurisdiction, a review petition clarified that several reported cases concerned taxable goods rather than services.



The Tax Ombudsman observed that citizens who provide credible information capable of preventing revenue loss or improving tax administration perform a valuable public service. It therefore advised the FBR to develop transparent criteria for recognising or rewarding useful information and to issue appropriate rules, guidelines or administrative instructions for implementing and supervising the proposed mechanism. The case exposed a wider institutional gap in the handling of information that falls outside existing informer-reward arrangements. A formal framework would ensure that potentially valuable submissions are acknowledged, assessed and referred to the relevant authorities in a timely manner. It could also strengthen public confidence, improve administrative accountability and help convert credible citizen input into measurable revenue and compliance outcomes.

MEDIATOR OF IVORY COAST

Mediator of Ivory Coast and Turkish Ambassador Explore Avenues of Cooperation on Social Cohesion and Women's Empowerment



Mediator of the Republic of Ivory Coast, Hon'ble Mr. Gaoussou Touré, Mediator of the Republic of Ivory Coast, received H.E. Deniz Erdoğan-Barim, Ambassador of Türkiye to Ivory Coast, on 1st July 2026 for discussions on expanding bilateral cooperation in social cohesion, conflict prevention and community development.

During the meeting, the Turkish Ambassador highlighted potential avenues of support through the Turkish Cooperation and Coordination Agency (TİKA) and other Turkish institutions, with particular attention to community-based social projects and initiatives aimed at advancing women's empowerment. Mr. Touré outlined the Mediator institution's priorities in strengthening conflict-prevention mechanisms, including the development of stronger local outreach.

networks and digital tools designed to improve access to citizens' concerns and facilitate more responsive mediation services. Both parties agreed to strengthen cooperation through practical initiatives aimed at promoting social cohesion, preventing conflicts and supporting community development. They also expressed a shared willingness to explore joint programmes, including through TİKA, that could expand local mediation outreach and advance women's empowerment in Ivory Coast.

Officers of the Mediator of Ivory Coast Join the National Dialogue on Digital Rights and Artificial Intelligence

The Institution of the Mediator of the Republic of Ivory Coast participated in the opening ceremony of the Second Digital Law Days, organised by the Ministry of Digital Transition and Digitalisation under the theme *"Digital Trust and Artificial Intelligence: Building a Secure, Ethical and Rights-Respecting Ecosystem."*

The institution was represented by Chief of Staff Mr. Roland Katou, who led a delegation comprising senior officials responsible for information systems, digital transition, external relations, data management and policy studies. Their participation placed the Mediator alongside government institutions, legal experts, digital specialists and other stakeholders engaged in shaping the country's evolving digital governance framework.

The forum focused attention on the legal and institutional challenges arising from digital transformation and artificial intelligence, including the need to balance innovation with data protection, ethical safeguards, transparency and respect for citizens' rights. The delegation of Mediator of Ivory Coast highlighted their interest in ensuring that technological progress remains aligned with public-service accountability and the protection of individual rights. The engagement also reflected the Mediator institution's broader commitment to contributing to policy discussions on responsible digitalisation and citizen-centred governance in Ivory Coast.





Mediator of Ivory Coast and Japan International Cooperation Agency (JICA)'s Resident Representative Explore Cooperation on Governance, Conflict Prevention and Social Cohesion

Hon'ble Gaoussou Touré (OICOA Member and Mediator of the Republic of Ivory Coast) received Mr. Koichi Kato, Resident Representative of the Japan International Cooperation Agency (JICA), for discussions on potential cooperation in governance, social cohesion and conflict prevention. Mr. Kato expressed JICA's interest in developing practical initiatives with the Mediator institution and local partners, particularly in areas related to the prevention and management of community disputes. Governance and social cohesion were identified as key areas where Japanese development cooperation could support national priorities.

Mr. Touré stressed the importance of preventive mediation in addressing disputes before they escalate. He proposed organising multi-stakeholder workshops to bring together relevant actors, develop shared recommendations and support more sustainable approaches to social cohesion and peace-building. The meeting laid the groundwork for closer cooperation between JICA and the Mediator of Ivory Coast, with both sides expressing interest in advancing joint initiatives that promote dialogue, strengthen community resilience and contribute to lasting peace in Ivory Coast.



INSPECTORATE GENERAL OF UGANDA

Lady Justice Hon'ble Aisha Naluzze Batala Engages ActionAid Uganda on Community-Based Anti-Corruption Initiatives

Uganda's Inspector General of Government, Hon'ble Justice Aisha Batala met ActionAid International Uganda Country Director Samuel Ntale at the organisation's offices in Kansanga to discuss expanding cooperation in the fight against corruption and the promotion of integrity, accountability and good governance.

The meeting reviewed the longstanding partnership between the Inspectorate of Government and ActionAid Uganda, particularly their joint public-engagement initiatives. These include the Anti-Corruption Caravan, which has travelled across different regions to raise awareness and mobilise citizens, and the National Citizens' Integrity Awards, which recognise individuals and organisations demonstrating exemplary integrity, accountability and public service.

Both sides agreed to expand their cooperation, with greater attention to citizen engagement, community outreach and public education as practical tools for preventing corruption. They also discussed building on existing joint initiatives to encourage reporting, strengthen ethical conduct and promote accountability across public institutions. By combining the Inspectorate's oversight mandate with ActionAid's community networks, the partnership aims to reach more citizens and reinforce integrity and responsible public service at both national and local levels.

Going forward, the partnership could also provide a stronger channel for communities to feed local concerns into national anti-corruption policy. Regular feedback from citizens, civil society and regional actors would help both institutions identify recurring integrity risks, measure the impact of outreach initiatives and direct future interventions towards areas where public trust and service delivery remain most vulnerable.





Republic of Uganda's Deputy Inspector General of Government Urges Cabinet Ministers to Adopt an "Eyes-On, Hands-Off" Approach towards the Fight Against Corruption

Uganda's Deputy Inspector General of Government, Ms. Anne Twinomugisha Muhairwe, has called on newly appointed Cabinet Ministers to exercise firm oversight over government programmes while avoiding direct involvement in day-to-day administrative decisions. She delivered the message during the ministers' induction retreat at the National Leadership Institute in Kyankwanzi District.

Presenting on "The Mandate of the Inspectorate of Government and the Role of the Executive in the Fight Against Corruption," Ms. Muhairwe urged ministers to follow an "Eyes-on, Hands-off" approach. She said ministers should closely monitor performance, demand accountability and intervene where programmes are failing, while leaving procurement, recruitment and routine administrative functions to the officials legally mandated to manage them.

She warned that political interference in operational processes can weaken institutional safeguards, create conflicts of interest and open opportunities for corruption. Where wrongdoing is identified, ministers should refer the matter to the competent authorities rather than assume responsibilities assigned to accounting officers or other public officials. Ms. Muhairwe also encouraged ministers to carry out regular field visits and assess whether government programmes are delivering tangible benefits to citizens. She stressed that effective political leadership should combine independent oversight with respect for established systems, enabling ministers to challenge poor performance, protect public resources and maintain the credibility required to demand accountability from others. Her remarks placed the responsibility for anti-corruption efforts not only on enforcement agencies, but also on political leaders whose decisions can either reinforce or weaken institutional controls. Strong ministerial oversight, she said, should ultimately translate into better service delivery, greater accountability and more visible results for the public.

Uganda's Inspector General of Government, Hon'ble Lady Justice Aisha Naluzze Batala Seeks Expedited Implementation of Asset Confiscation Rules

Uganda's Inspector General of Government, Lady Justice Naluzze Aisha Batala, has called for the speedy finalisation and implementation of the Anti-Corruption (Confiscation and Recovery Orders) Rules, 2026, describing them as essential to strengthening the country's asset recovery regime. Speaking at the close of a national validation workshop at the Public Procurement and Disposal of Public Assets Authority headquarters in Kampala, the IGG said the proposed Rules would provide the procedural framework needed to operationalise Section 73 of the Anti-Corruption Act. She noted that the absence of detailed procedures has complicated confiscation proceedings, the management of recovered assets and consistent enforcement by courts and anti-corruption institutions.

Going forward, the partnership could also provide a stronger channel for communities to feed local concerns into national anti-corruption policy. Regular feedback from citizens, civil society and regional actors would help both institutions identify recurring integrity risks, measure the impact of outreach initiatives and direct future interventions towards areas where public trust and service delivery remain most vulnerable. Lady Justice Batala stressed that effective asset recovery is central to ensuring that proceeds of corruption are returned to the public rather than retained by offenders. She also noted that the Rules would support Uganda's obligations under international and regional anti-corruption frameworks, including the United Nations Convention against Corruption. She urged the institutions involved in drafting and validating the Rules to maintain close coordination and ensure their effective implementation once formally adopted.





OMBUDSMAN OF MOZAMBIQUE

At Mozambique's Justice Congress, Hon'ble Mr. Isaque Chande Urges Justice Institutions, Academia and Civil Society to Advance Public Transparency

Mozambique's Ombudsman and OICOA Member, Hon'ble Isaque Chande, has called for stronger transparency and accountability across the country's public administration, warning that institutional trust cannot be built where government processes remain opaque. He made the remarks during a panel on transparency in public administration at the Justice Congress.

Mr. Chande said that, despite progress in recent years, Mozambique had not yet achieved a sufficiently open, accessible and transparent system of public administration. He argued that transparency should extend beyond the publication of official documents and require public institutions to explain their decisions, communicate clearly, provide access to information and accept responsibility for their actions.

He also highlighted limited understanding among some public officials of transparency as a continuing legal obligation. To address this gap, he proposed expanded training in public ethics, access to information, citizen participation, justification of administrative decisions and accountability mechanisms for public managers and government employees. At the legislative level, the Ombudsman of Mozambique recommended expressly incorporating the principle of transparency into Mozambique's Constitution and revising the country's access-to-information law. He called for clear sanctions in cases involving unlawful denial of information, deliberate concealment, or destruction of public records, describing administrative transparency as essential to social stability, democratic governance and closer relations between citizens and state institutions.



Ombudsman of Mozambique, Hon'ble Isaque Chande Urges Ombudsman Staff to Strengthen Teamwork and Citizen Service on the Occasion of International Public Service Day

Mozambique's Ombudsman and OICOA Member, Hon'ble Isaque Chande, called on employees of the Office of the Ombudsman to strengthen mutual respect, cooperation and professional commitment, describing a healthy workplace culture as essential to institutional effectiveness. He delivered the message during activities marking Public Service Day on 23rd June.

Addressing the staff, Mr. Chande stressed that every employee shares responsibility for creating a constructive working environment. He said respect, cordial relations and the diligent performance of assigned duties were critical to reducing internal conflict, strengthening teamwork and improving the quality of services provided to citizens.

He also encouraged public servants to use the occasion to reflect on their conduct, relationships with colleagues and responsiveness to members of the public. Staff representatives, led by Abel Matusse, acknowledged the institution's leadership and the measures taken to strengthen the Office of the Ombudsman. As part of the observance, the institution organised a Citizen Assistance Fair outside its headquarters in Maputo, with a similar initiative held by its Cabo Delgado delegation. Officials provided guidance on the Ombudsman's mandate and procedures, responded to public enquiries and distributed informational materials, promoting access to administrative redress, transparency, good governance and citizen participation.

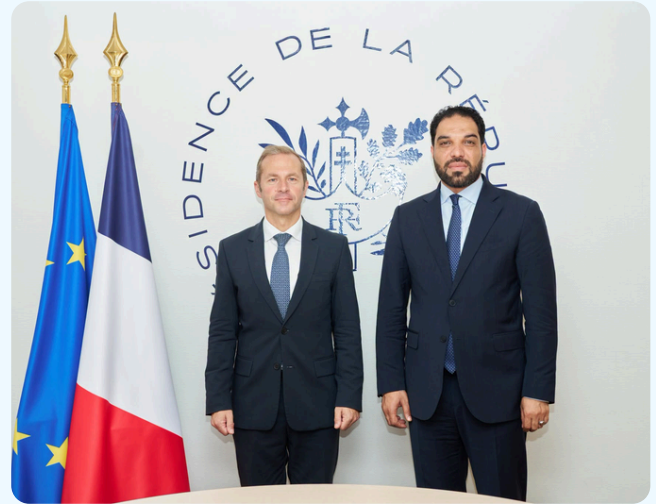


ADMINISTRATIVE CONTROL AUTHORITY OF LIBYA

Chairman ACA Libya, Hon'ble Mr. Abdullah Qaderboh Meets Advisor to the President of France to Discuss Governance and Anti-Corruption Cooperation

OICOA Member and Chairman of ACA Libya, Hon'ble Mr. Abdullah Qaderboh, met the Advisor to the President of France, Mr. Paul Soler at the Élysée Palace to discuss strengthening bilateral cooperation in governance, transparency and the fight against corruption.

The discussions focused on exchanging institutional expertise and regulatory practices, supporting the development of effective state institutions, and advancing principles of integrity, accountability and responsible public administration. Mr. Soler and Mr. Qaderboh also examined opportunities to expand technical and institutional cooperation in areas linked to administrative reform and the modernisation of oversight systems. Greater coordination in these fields is expected to strengthen institutional performance and improve transparency across the public sector.



Libya Administrative Control Authority Chairman Meets Attorney General of Libya to Strengthen Oversight of Fuel Sector and Public Contracts



Hon'ble Abdullah Qaderboh (Chairman of Libya's Administrative Control Authority), met Attorney General of Libya Mr. Al-Siddiq Al-Sour at the Office of the Attorney General to strengthen coordination between the country's oversight and judicial institutions on priority national files, particularly fuel supplies and administrative contracts.

The meeting reviewed the management of the fuel sector, with emphasis on tighter supervision across all stages of operation, improved coordination among responsible bodies and the uninterrupted supply of fuel to the domestic market. The officials also stressed the importance of supporting the National Oil Corporation in carrying out its functions within established legal and technical frameworks.

Discussions further addressed financing arrangements for the petroleum sector and the need for greater transparency in allocating resources and managing public expenditure. On administrative contracts, the two sides called for stronger prior and subsequent oversight, comprehensive legal review and verification that contractual procedures comply with applicable legislation.

Relevant case files and findings prepared by the Administrative Control Authority of Libya's General Investigation Department were also exchanged to support further legal action. The meeting highlighted the importance of linking administrative investigations with prosecutorial follow-up to protect public funds, reinforce accountability and ensure effective institutional coordination.



MEDIATOR OF THE REPUBLIC OF SENEGAL

Hon'ble Demba Kandji Advocates for Accessible Financial Dispute Resolution at the Forum on Financial Mediation and Education

Mediator of the Senegal and OICOA Member, Hon'ble Mr. Demba Kandji, underscored the central role of mediation in restoring confidence between citizens and financial institutions during the inaugural Forum on Financial Mediation and Education in Dakar. He argued that, much like the justice system, the legitimacy of the financial sector ultimately depends on the trust it commands among the public.

Mr. Kandji's remarks came as the Observatory for the Quality of Financial Services announced that its mediation mechanism had handled nearly 5,000 complaints over 17 years, recovered more than CFA 7 billion for users and achieved a resolution rate of approximately 90 per cent. These results demonstrate the value of free and accessible dispute-resolution mechanisms in addressing grievances involving banks, insurers and other financial-service providers.

He also highlighted the potential of mediation to resolve disputes before they escalate into litigation, ease pressure on the courts and preserve relationships between institutions and their customers. Greater public awareness of these mechanisms, he noted, is essential to making the financial system more responsive, inclusive and accountable. The Forum further linked mediation with financial education, including a proposed CFA 12 billion national programme targeting students, underserved communities and small and medium-sized enterprises.



OMBUDSMAN OF THE GAMBIA

Gambian Ombudsman Expands Public Awareness Campaign in Lower River Region



The Office of the Ombudsman of Gambia intensified its regional public-awareness work in June 2026 through a sensitisation campaign in the Lower River Region. Led by Deputy Ombudsman Mr. Ebrima K.S. Dampha and Communications Director Mr. Juma K. Camara, the initiative was designed to improve public understanding of the institution's mandate and make its complaint-handling services more accessible to rural communities.

On 30th June, the delegation engaged residents of Kiang Kolior and Kwinella, providing information on the Ombudsman's role in addressing maladministration, unfair treatment and abuse of authority within public institutions. The outreach also offered communities an opportunity to learn how complaints may be submitted and how the Office can pursue appropriate administrative remedies.

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.



MEDIATOR OF DJIBOUTI

Ombudsman of Djibouti Chairs the Meeting of Regional Delegate Officers to Strengthen Access to Mediation for the Citizens

The Ombudsman of Djibouti and OICOA Member Hon'ble Mr. Kassim Haroun Ali, chaired a working meeting with delegates from Djibouti's five interior regions to strengthen coordination between the central institution and its regional offices. The delegates were accompanied by Doualeh Abdoukader Doualeh, Head of Regional Delegations. The meeting reviewed the responsibilities assigned to regional delegates, the operational challenges affecting their work and measures to improve the delivery of mediation services outside the capital. The Ombudsman commended the delegates' efforts and called for greater proximity, responsiveness and sustained engagement with citizens. To strengthen accountability and assess progress, each regional delegate was instructed to submit a monthly report detailing activities undertaken, grievances received and outcomes achieved. Mr. Kassim Haroun also identified priority measures, including a nationwide public-awareness campaign, specialised training in digital tools and mediation practices, and professional-development programmes for regional personnel. A tour of all five interior regions is also planned to engage directly with communities, explain the Ombudsman's mandate and facilitate access to complaint and mediation mechanisms.





INTEGRITY & ANTI-CORRUPTION COMMISSION OF THE KINGDOM OF JORDAN

Hon'ble Mr. Hazem Al-Majali and Jordan Press Association Discuss Media Partnership on Integrity and Anti-Corruption Measures in Kingdom of Jordan

Hon'ble Mr. Hazem Abdulsalam Al-Majali, OICOA Member and Chairman of Jordan's Integrity and Anti-Corruption Commission, received the Council of the Jordan Press Association at the Commission's headquarters, where the two sides discussed closer cooperation in promoting integrity, transparency and public awareness of the fight against corruption. During the meeting, Association President Tareq Al-Momani and Council members congratulated Mr Al-Majali on his appointment by Royal Decree. Discussions focused on strengthening coordination between the Commission and the media, enhancing journalists' role in exposing corrupt practices, protecting public funds and communicating the wider social and economic consequences of corruption.



Mr Al-Majali stressed that timely access to accurate information and greater institutional transparency are essential to limiting rumours and strengthening public confidence. He also highlighted the Commission's work under Jordan's National Integrity and Anti-Corruption Strategy 2026–2030, including awareness programmes and institutional risk assessments designed to identify administrative vulnerabilities and prevent future violations. Mr Al-Momani welcomed deeper cooperation with the Commission and proposed a memorandum of understanding between the two institutions. He also expressed the Association's readiness to organise specialised workshops and training programmes for journalists on integrity and anti-corruption reporting. The meeting concluded with agreement on the importance of sustained cooperation between the Commission and the Jordanian media as part of broader efforts to strengthen good governance, transparency and a culture of integrity across society.



Jordan Integrity and Anti-Corruption Commission Secures ISO/IEC 27001 Certification for Information Security

Jordan's Integrity and Anti-Corruption Commission (an OICOA Member Institution) has obtained ISO/IEC 27001 certification for its Information Security Management System, marking an important step in strengthening the security and governance of information handled through its oversight and anti-corruption functions. The certification followed the completion of the standard's requirements and independent audit and assessment procedures conducted by IQC. The international standard provides a structured framework for identifying and managing information-security risks and protecting the confidentiality, integrity and availability of organisational data. For an anti-corruption institution that handles complaints, investigative material and other sensitive information, the certification adds an important layer of assurance to the management and protection of institutional data.

Ahmed Malkawi, Head of the Commission's Cybersecurity Unit, said the unit established in 2023 has worked to strengthen the Commission's digital environment, improve preparedness and response to cyber incidents, and develop cybersecurity awareness among employees. The Commission said these efforts are also intended to embed a stronger culture of information security, transparency and confidence across its operations. The achievement complements JIACC's wider institutional-governance agenda as it implements the National Integrity and Anti-Corruption Strategy 2026–2030, which places transparency, accountability and modernised institutional practices at the centre of Jordan's integrity framework.



FEDERAL OMBUDSMAN OF PAKISTAN



Federal Ombudsman of Pakistan Hon'ble Mr. Naveed Kamran Baloch Calls for Stronger Safeguards and Human-Centred use of Artificial Intelligence at the International Ombudsmen Summit in Baku

Federal Ombudsman of Pakistan and OICOA Member, Hon'ble Mr. Naveed Kamran Baloch participated in the International Baku Ombudsmen Summit, held in Azerbaijan on 18–19 June 2026 under the theme “Human Rights in the Age of Artificial Intelligence: Opportunities, Risks and Responsibilities.” The summit brought together ombudsmen and national human rights institutions from nearly 30 countries, alongside policymakers, civil society representatives and experts in artificial intelligence and human rights.

Addressing a panel session, Mr Baloch said artificial intelligence should support human decision-making rather than replace it, stressing that technological efficiency cannot substitute human judgment, empathy and responsibility. He argued that the benefits of AI for governance and public services would depend on whether innovation remains anchored in human rights, inclusion and public trust.

He called on governments to establish clear legal and ethical frameworks governing the use of AI, with safeguards for transparency, accountability and fundamental rights. He remarked that technology developers should be necessary to ensure that technological advances benefit all sections of society. The summit also provided Mr Baloch with an opportunity for engagement with international ombudsman counterparts. Pakistan's Federal Ombudsman Secretariat recorded his interaction with Chief Ombudsman of Türkiye and OICOA President, Hon'ble Mr. Mehmet Akarca, including an exchange of souvenirs, as part of the wider institutional networking surrounding the Baku gathering.

Federal Ombudsman of Pakistan Hon'ble Mr. Naveed Kamran Baloch Receives Federal Insurance Ombudsman, Hon'ble Mr. Syed Mumtaz Ali Shah

Federal Ombudsman of Pakistan and OICOA Member, Hon'ble Naveed Kamran Baloch received Hon'ble Syed Mumtaz Ali Shah, (OICOA Member and Federal Insurance Ombudsman of Pakistan), at the Federal Ombudsman Secretariat in Islamabad. The meeting formed part of continuing engagement among Pakistan's ombudsman leadership aimed at maintaining close institutional coordination and sharing experience in the delivery of effective grievance redress.

The interaction provided an opportunity to exchange views on strengthening institutional coordination, improving complaint-resolution mechanisms and ensuring timely relief for citizens. Particular importance was attached to maintaining responsive, transparent and citizen-oriented systems through which grievances can be addressed efficiently and fairly.

The interaction came against the backdrop of growing cooperation between the two officeholders at national and regional levels. Earlier in the year, Mr. Mumtaz Ali Shah had participated in an introductory meeting of the Asian Ombudsman Association convened under the leadership of Mr. Naveed Kamran Baloch as the President of the Association, where emphasis was placed on closer engagement among its Member Institutions, professional development and the exchange of good practices in ombudsmanship. Their meeting in Islamabad provided a further opportunity to maintain this institutional dialogue and strengthen coordination on issues of common concern, particularly improving the accessibility, responsiveness and effectiveness of complaint-redress systems.



Federal Ombudsman of Pakistan, Hon'ble Mr. Naveed Kamran Baloch, Called on the Governor of Punjab, H.E. Sardar Saleem Khan Haider



Federal Ombudsman of Pakistan, Hon'ble Mr. Naveed Kamran Baloch called on Governor Punjab, H.E. Sardar Saleem Haider Khan in Lahore on 9th June 2026, with discussions focusing on public-service delivery, administrative accountability and the importance of effective grievance-redress mechanisms for citizens. The meeting formed part of Mr Baloch's wider institutional engagements during his visit to Punjab.

The two sides exchanged views on strengthening coordination between federal and provincial institutions, improving responsiveness to public complaints and ensuring that administrative grievances are addressed in a timely and effective manner. They also discussed the importance of bringing redress mechanisms closer to citizens and improving public awareness of the remedies available through ombudsman institutions.

The visit of Federal Ombudsman to Lahore also included a meeting with Punjab Ombudsman, Hon'ble Ms. Ayesha Hamid, followed by a review of the performance of Federal Ombudsman regional offices in Lahore, Sargodha, Faisalabad and Sahiwal. These engagements formed a broader effort of Mr. Naveed Kamran Baloch to strengthen institutional coordination and improve the reach and effectiveness of grievance-redress services across the province of Punjab.

Federal Ombudsman of Pakistan Hon'ble Mr. Naveed Kamran Baloch Receives IFC Divisional Director, Dr.Simon Andrews at the Federal Ombudsman Secretariat in Islamabad

Federal Ombudsman of Pakistan and OICOA Member, Hon'ble Mr. Naveed Kamran Baloch received Dr Simon Andrews, Divisional Director for Pakistan, Afghanistan and Central Asia at the International Finance Corporation (IFC), at the Federal Ombudsman Secretariat in Islamabad on 30th June 2026. The meeting provided an opportunity to exchange views on institutional development, improved governance and the importance of responsive public-sector systems in supporting Pakistan's broader development agenda.

The interaction took place amid IFC's expanding engagement in Pakistan, including support for investment, infrastructure, financial-sector development and initiatives aimed at strengthening the environment for sustainable economic growth. Discussions also touched on the value of efficient institutions, transparent administrative processes and effective mechanisms for addressing citizens' concerns as important elements of a stable and enabling governance framework.

Mr. Baloch shared the Federal Ombudsman's emphasis on improving administrative responsiveness and ensuring timely redress of public grievances, while the engagement offered scope for exchanging perspectives on institutional efficiency and citizen-oriented service delivery. Such dialogue is particularly relevant as Pakistan seeks to combine economic reform and investment with stronger public institutions capable of delivering predictable and accountable services.





FEDERAL OMBUDSPERSON FOR PROTECTION AGAINST HARASSMENT

Pakistan's Federal Ombudsperson for Protection Against Harassment, Hon'ble Ms. Fauzia Viqar Chairs the 2nd Meeting of OICOA Sub-committee on Women Rights at FOSPAH Secretariat

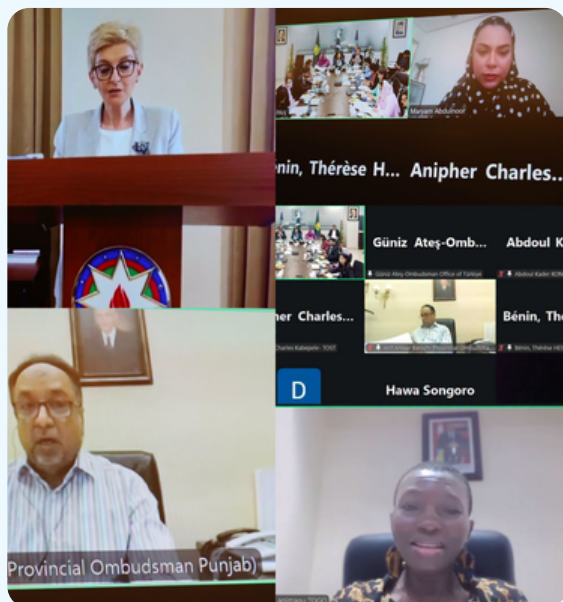
Federal Ombudsperson for Protection Against Harassment and Chairperson of OICOA Subcommittee on Women Rights, Hon'ble Ms. Fauzia Viqar chaired the Second Meeting of the sub-committee on 18th June 2026 at the FOSPAH Secretariat. The hybrid meeting brought together ombudsman and oversight institutions from OIC Member States to review progress on women's rights, compare national grievance-redress mechanisms and identify areas requiring coordinated action. The proceedings were also joined by H.E. Harerimana Fatou, High Commissioner of Rwanda to Pakistan, and Mr. Almas Ali Jovindah, Executive Secretary of OICOA.



In her opening remarks, Ms. Viqar said the Subcommittee had moved beyond its formative stage with the completion of a comparative compendium of women-friendly laws, policies and grievance-redress mechanisms across participating Member States. She called for a more operational approach, focusing on three areas: analysing actual complaint trends (including workplace harassment, technology-facilitated violence and systemic discrimination), assessing whether existing redress mechanisms are accessible and effective, and identifying legal and institutional deficiencies emerging from day-to-day casework. She stressed that the Subcommittee's work must translate into practical outcomes for women seeking justice rather than remain limited to broad policy discussions.

Prepared by the FOSPAH Secretariat, the compendium compares frameworks in Azerbaijan, Bahrain, Benin, Burkina Faso, Pakistan, Senegal, Togo and Türkiye across areas including gender-based violence, harmful practices, economic empowerment, political participation, reproductive health and digital rights. While the study found constitutional and legislative protections in all eight jurisdictions, it also identified significant differences in implementation and institutional capacity. Particular attention was given to specialised mechanisms such as Türkiye's violence prevention centres and KADES emergency platform, Pakistan's federal-provincial ombudsperson structure and women's property-rights remedies, and statutory gender-parity systems in Senegal and Togo.

Pakistan's country presentation placed FOSPAH's own enforcement experience at the centre of the discussion. The forum was informed of recent reforms concerning domestic violence, child marriage and gender-responsive budgeting, as well as initiatives aimed at expanding women's access to financial services and economic opportunities. FOSPAH reported receiving 727 complaints in 2025, including 496 filed by women, while 312 complaints had already been registered in 2026, of which 191 were filed by women. In the area of women's property rights, the institution reported processing 1,299 complaints, including 136 cases involving denial of inheritance rights. FOSPAH viewed the growing caseload not only as evidence of continuing violations but also as an indication of greater legal awareness and confidence in the ombudsperson mechanism.



H.E. Harerimana Fatou, High Commissioner of Rwanda, commended Pakistan and FOSPAH for advancing women's empowerment and presented Rwanda's model of constitutionally anchored gender inclusion, including strong female representation in Parliament and gender-responsive budgeting across government. OICOA Executive Secretary, Mr. Almas Ali Jovindah praised Ms. Fauzia Viqar's leadership in shaping the Subcommittee and stressed that legal guarantees must be translated into effective remedies, with ombudsman institutions judged by their ability to close the gap between rights on paper and women's lived realities. Looking ahead, Ms. Fauzia Viqar called for the Subcommittee to move decisively from discussion to coordinated action. She proposed targeted joint advocacy on shared enforcement gaps, specialised capacity-building, further development of the Subcommittee's digital portal, and completion of the comparative compendium as a practical reference for Member States. With the forum shifting to a biannual schedule and the next meeting proposed for December 2026, she urged participating institutions to translate collective learning into stronger enforcement in the protection of women's rights across the OICOA network.

FOSPAH Trains National Accountability Bureau Officials on Workplace Harassment Law and Institutional Compliance



The Federal Ombudsperson Secretariat for Protection Against Harassment (FOSPAH) conducted an awareness session at the Pakistan Anti-Corruption Academy (PACA), Islamabad, aimed at strengthening workplace integrity, accountability and compliance with anti-harassment laws across the National Accountability Bureau (NAB).

The session was led by Mr. Waqar Ahmad, Assistant Registrar at FOSPAH, and brought together senior officials from NAB Headquarters, including representatives of various divisions, cells and directorates, as well as officers from regional bureaus across the country. Conducted in a hybrid format, the programme enabled both in-person and virtual participation, extending its reach beyond Islamabad.

Mr. Waqar Ahmad briefed participants on the legal framework governing workplace harassment, the responsibilities of management and institutional inquiry mechanisms, and the remedies available to employees. Particular emphasis was placed on the obligation of public institutions to maintain workplaces that are safe, respectful, dignified and free from harassment.

FOSPAH (Sindh Regional Office) Engages Women's Action Forum on Workplace Harassment Law and Redress Mechanisms

The FOSPAH Sindh Regional Office hosted an eight-member delegation of the Women's Action Forum (WAF) for a focused session on Pakistan's workplace harassment law, its scope and the mechanisms available for addressing complaints and protecting employees. The session was led by FOSPAH's Senior Advisor, Ms. Sabika Shah.

The session centred on the Protection Against Harassment of Women at the Workplace Act, 2010, examining its practical application, institutional responsibilities and the procedures available to employees facing harassment. Ms. Sabika Shah also discussed FOSPAH's role in enforcing the law and the importance of ensuring that workplace protections are understood not only by institutions but also by organisations working directly with women and affected communities.

Founded in 1981, WAF has remained one of Pakistan's prominent women's rights platforms. Its engagement with FOSPAH offered an opportunity to connect decades of advocacy with the legal and procedural mechanisms currently available to women experiencing harassment in professional environments. The interaction also created space for a closer exchange between FOSPAH and civil society on how legal protections can be made more accessible in practice. With Ms. Sabika Shah leading the discussion, the session placed particular emphasis on equipping rights advocates with a clearer understanding of complaint procedures and institutional remedies that can support women seeking protection at the workplace.





PROVINCIAL OMBUDSMAN OF PUNJAB

Hon'ble Ms. Ayesha Hamid Showcases Punjab's Digital Ombudsman and Quality Management Model at South East Asian Ombudsman Forum 2026 in Manila



Ombudsman Punjab and OICOA Member, Hon'ble Ms. Ayesha Hamid, represented Pakistan at the 2026 Full Members Meeting of the Southeast Asian Ombudsman Forum (SEAOF), held in Manila, Philippines, from 16–18 June. The regional gathering brought together ombudsman institutions to exchange approaches to administrative accountability, institutional development and modern grievance-redress systems.

Ms. Hamid delivered a presentation on how digital complaint tracking can standardise procedures and maintain quality control across a geographically dispersed institution. She presented the Ombudsman Punjab Management Information System (OPMIS), an internally developed digital Enterprise Resource Planning system that manages the complete complaint cycle—from registration and examination

to investigation, findings and final orders—through a unified digital process. The system incorporates performance monitoring, individual user accounts, audit trails, centralised records and real-time management dashboards to strengthen consistency, transparency and accountability.

She also presented Ombudsman Punjab's journey towards ISO 9001:2015 Quality Management System certification, covering its Head Office, Research and Development Wing and 38 Regional Offices. Ms Hamid explained that the institution had combined digital workflows with process-based governance, evidence-driven decision-making and continuous performance review, enabling the same complaint-management and quality standards to be applied across its regional network.

The Manila engagement opened avenues for further cooperation between the Office of the Ombudsman Punjab and the Office of the Ombudsman of the Philippines, particularly in digital governance, complaint management, quality assurance and institutional capacity-building. Ms Hamid was accompanied by Adil Aziz, Deputy Director for IT Infrastructure, Network and Security, and Sidra Arshad, Deputy Director for Procurement and Development.

Punjab's Provincial Minister H.E. Marriyum Aurangzeb Commends Ombudsman Punjab Hon'ble Ms. Ayesha Hamid for Expanding Access to Justice and International Leadership

Punjab's Senior Minister H.E. Marriyum Aurangzeb commended Ombudsman Punjab Hon'ble Ms. Ayesha Hamid and her institution for expanding access to administrative justice and strengthening public confidence in the provincial grievance-redress system, pointing to the registration of more than 70,000 cases during 2025 as an indication of the growing public use of the institution. Under the leadership of Ms. Hamid, the institution has expanded public access through regional offices, digital channels and outreach mechanisms, while placing greater emphasis on timely disposal of complaints and institutional accountability. The Ombudsman's 2025 reporting also records a significant increase in complaints and a broader programme of digitalisation and public outreach.



Ms. Aurangzeb also acknowledged Ms. Ayesha Hamid's elevation as First Vice President of the International Ombudsman Institute, an achievement that has given Pakistan greater representation within the international ombudsman community.



PROVINCIAL OMBUDSPERSON OF PUNJAB

Hon'ble Dr. Najma Afzal Khan Calls for Stronger Awareness and Reporting of Workplace Harassment during an Awareness Session held at Kohsar University

Pakistan's Provincial Ombudsperson of Punjab and OICOA Member, Hon'ble Dr. Najma Afzal Khan addressed an awareness seminar on workplace harassment at Kohsar University Murree on 10th June 2026, calling for greater awareness, prevention and timely reporting of harassment to ensure safe and dignified environments in educational institutions and workplaces. The seminar was organised by the university's Directorate of Student Affairs in collaboration with the Office of the Provincial Ombudsperson Punjab.

In her keynote address, Dr. Najma Khan emphasised that the protection of women remains a central priority of her office and stressed that employees must be able to work in an environment where their dignity and security are protected. She highlighted awareness and prompt reporting as essential to ensuring that harassment complaints are addressed before harmful workplace practices become entrenched.

The session also examined the practical operation of Punjab's workplace-harassment framework. Hafiz Farooq Anwar and Aneela Arshad, Superintendents from the Office of the Provincial Ombudsperson Punjab, briefed participants on the functions of the Ombudsperson's Office, the responsibilities of institutions and the procedures available for lodging and addressing workplace-harassment complaints. Held under the patronage of Vice Chancellor Prof. Dr Rafia Mumtaz and organised by the Directorate of Student Affairs led by Dr Sumaira Maqsood, the seminar placed particular emphasis on ensuring that students and employees understand both their legal protections and the channels available for redress. The engagement formed part of the Ombudsperson Punjab's wider awareness drive to strengthen compliance with workplace-harassment safeguards across institutions in the province.



Dr. Najma Afzal Khan and Deputy Country Representative of UN Women (Pakistan) Discuss Potential Avenues for Stronger Workplace Harassment Protections across Punjab

Deputy Country Representative of UN Women Pakistan, Ms. Fahmida Iqbal Khan, met Provincial Ombudsperson Punjab and OICOA Member, Hon'ble Dr. Najma Afzal Khan at the Office of the Ombudsperson Punjab, with discussions focusing on workplace harassment prevention, institutional safeguards and measures to strengthen protection for women across the province. During the meeting, Dr. Najma Khan presented the Code of Conduct of the Ombudsperson Office and discussed its role in setting standards of professional behaviour and supporting compliance with workplace harassment protections. The exchange also covered the importance of effective implementation of the law, institutional monitoring and greater awareness of the remedies available to employees facing harassment. The meeting brought together the Ombudsperson's enforcement and grievance-redress mandate with UN Women's broader work on gender equality and women's protection in Pakistan. Particular attention was given to ensuring that legal safeguards are translated into workplace practices that allow women to report harassment, seek redress and participate professionally without fear or discrimination.



PROVINCIAL OMBUDSMAN OF SINDH



Hon'ble Mr. Muhammad Sohail Rajput Addresses Hong Kong International Ombudsman Academy as Keynote Speaker

On 24th June 2026, OICOA Member and Pakistan's Provincial Ombudsman of Sindh, Hon'ble Mr. Muhammad Sohail Rajput represented Pakistan as a keynote speaker at the first international webinar of the Hong Kong International Ombudsman Academy, organised by the Office of The Ombudsman of Hong Kong. The theme was "From Grievance to Governance: Ombudsmanship as Pillars of the Global Community." Mr. Rajput appeared alongside Hong Kong Ombudsman Hon'ble Mr. Jack Chan and Chief Ombudsman of Thailand Hon'ble Mr. Songsak Saicheua.

More than 200 public officials and representatives of ombudsman institutions from over 30 countries and regions across five continents participated. Mr. Sohail Rajput and the Chief Ombudsman of Thailand shared professional perspectives on advancing standards in public administration and improving the handling of citizens' complaints. The wider discussion examined how ombudsman institutions can move beyond resolving individual grievances and use complaint patterns, mediation, investigations and institutional recommendations to improve governance and public administration.

Sindh Ombudsman's Regional Office Reviews Prisoners' Rights and Living Conditions at Shaheed Benazirabad Jail on the Directives of Hon'ble Sohail Rajput

Regional Director of the Provincial Ombudsman Sindh in Shaheed Benazirabad, Mr. Khan Muhammad Zardari, conducted a detailed inspection of District Jail Shaheed Benazirabad on 18th June 2026, reviewing conditions inside the facility and the provision of basic services to inmates. The visit was carried out under the directives of the Provincial Ombudsman of Sindh, Hon'ble Mr. Muhammad Sohail Rajput, as part of the institution's oversight of public administration and the treatment of persons in state custody.



During the inspection, Mr. Muhammad Zardari visited the prison barracks, kitchen and hospital, examining cleanliness, healthcare arrangements, food provision and other facilities available to prisoners. He also interacted directly with inmates, heard their complaints and suggestions, and issued instructions to the relevant officials on matters requiring attention. Jail Superintendent Mr. Zulqarnain Jokhio briefed the delegation on facilities being provided under the Jail Manual. The Regional Director stressed that imprisonment does not deprive individuals of their fundamental human rights and that prisoners must receive essential facilities in accordance with law. He directed the jail administration to improve healthcare, food and sanitation arrangements and, importantly, to ensure that complaints raised by inmates are addressed promptly through practical remedial measures rather than remaining unresolved within the prison administration.

The inspection brought together officials from the prison, health and social-welfare departments, including Director Health Services Dr. Amjad Bhatti, District Health Officer Dr. Mudassar Hussain and Additional Director Social Welfare Mr. Murtaza Gohar. By involving the departments responsible for health and welfare alongside prison authorities, the visit provided scope for immediate administrative follow-up on deficiencies identified during the inspection and placed prisoners' welfare and grievance redress within the wider oversight role of the Provincial Ombudsman Sindh.



PROVINCIAL OMBUDSPERSON OF KHYBER PAKHTUNKHWA

Pakistan's Provincial Ombudsperson of Khyber Pakhtunkhwa Receives Provincial Ombudsperson of Punjab at KPK Ombudsperson Secretariat in Peshawar

Khyber Pakhtunkhwa Ombudsperson Hon'ble Barrister Rubab Mehdi received Punjab Ombudsperson Hon'ble Dr Najma Afzal Khan at the Ombudsperson Secretariat Khyber Pakhtunkhwa during an official visit focused on institutional cooperation, exchange of best practices and stronger grievance-redress mechanisms.

During the visit, Dr Najma Afzal Khan was briefed on the Secretariat's working methods, administrative framework and complaint-handling procedures. The engagement provided an opportunity to examine practices adopted in Khyber Pakhtunkhwa for improving transparency, accountability and the timely resolution of citizens' grievances. Barrister Rubab Mehdi also shared the KPK Ombudsperson Secretariat's experience in strengthening institutional processes and protecting citizens' rights through more responsive administrative mechanisms. The meeting enabled both ombudspersons to compare approaches and discuss how successful practices could be adapted within their respective jurisdictions.



Hon'ble Rubab Mehdi Signs MoU with National Assembly of Khyber Pakhtunkhwa to Strengthen Women's Rights and Enhanced Institutional Coordination

Khyber Pakhtunkhwa Ombudsperson Hon'ble Barrister Rubab Mehdi signed a Memorandum of Understanding with the National Assembly Secretariat of Pakistan, represented by Secretary Mr. Saeed Ahmad Maitla, establishing a formal framework for cooperation on women's rights, workplace protections and stronger implementation of relevant laws. The signing ceremony was also attended by Special Secretary Mr. Shamooun Hashmi and other senior officials of the National Assembly Secretariat. The agreement provides for institutional cooperation, parliamentary engagement, policy consultation, information sharing and capacity-building, with particular focus on women's property rights, workplace protections and the prevention of harassment at work.

It also creates a channel for closer coordination between the provincial ombudsperson institution and the federal legislature on issues where administrative experience can inform policy and legislative processes. The MoU is particularly significant because it links the Ombudsperson's practical experience in handling complaints and enforcing women-related protections with the National Assembly Secretariat's role in supporting parliamentary work and policy development. This will help bring recurring implementation gaps, institutional challenges and emerging concerns into a more structured policy dialogue. For Ms. Rubab Mehdi, the agreement marks another accomplishment on her behalf towards building stronger partnerships beyond the provincial level and improving coordination on safeguarding women's legal rights across the province of Khyber Pakhtunkhwa.



President of OICOA and Chief Ombudsman of Türkiye, Hon'ble Mr. Mehmet Akarca Addresses the International Baku Ombudsman Summit as a Key Note Speaker



OICOA President and Chief Ombudsman of Türkiye Hon'ble Mr. Mehmet Akarca received Ms. Tsira Chanturia, Regional Director of Penal Reform International (PRI) South Caucasasia Office and Project Manager Ms. Miranda Merkviladze



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



Chief Ombudsman of Türkiye Hon'ble Mr. Mehmet Akarca briefed Mr. Halil İbrahim Yılmaz (President of the Ankara City Council) and his executive delegation on the mandate and functioning of the Ombudsman Institution of Türkiye



Chief Ombudsman of Türkiye and OICOA President Hon'ble Mr. Mehmet Akarca paid an official visit to Governor of Amasya, H.E. Önder Bakan, as part of a public engagement programme



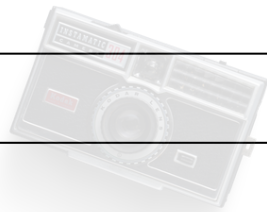
OICOA President and Chief Ombudsman of Türkiye Hon'ble Mr. Mehmet Akarca visited the Ambassador of Chief Ombudsman of Türkiye to Baku, H.E. Prof. Dr. Mr. Birol Akgün, during his official visit to Republic of Azerbaijan



The Commissioner for Human Rights (Ombudsman) of the Republic of Azerbaijan and OICOA Board Member, Hon'ble Ms. Sabina Aliyeva, moderated the first plenary session during the International Baku Ombudsman Summit



OICOA Board Member and Human Rights Commissioner of Azerbaijan, Hon'ble Sabina Aliyeva signed a Memorandum with Ombudsman of Montenegro, Hon'ble Mr. Siniša Bjeković, during the International Baku Ombudsman Summit



OICOA Board Member and Human Rights Commissioner of Azerbaijan, Hon'ble Sabina Aliyeva celebrated the International Children's Day at the Office of the Human Rights Commissioner (Ombudsman) of Azerbaijan



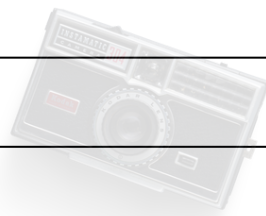
As part of "Human Rights Month," launched at the initiative of the Human Rights Ombudsman, a monitoring team visited Boarding-Type Private General Education School No. 3 in Baku to assess the implementation of the UN Convention on the Rights of Persons with Disabilities



OICOA Board Member and Mediator of Morocco, Hon'ble Mr. Hassan Tariq received a commemorative shield for delivering a lecture at the First International Conference on "Public Administration Between the Challenges of Reality and Citizens' Expectations"



Hon'ble Mr. Hassan Tariq (Mediator of Morocco and OICOA Board Member) signed a partnership and cooperation agreement with Mr. Abdessamad Moutii (Director of the Higher Institute of Audiovisual Professions and Cinema)



The Mediator of the Kingdom of Morocco and OICOA Board Member, addresses the Second National Forum on Institutional Mediation, held in Marrakech



Hon'ble Mr. Hassan Tariq (OICOA Board Member and Mediator of Morocco) inaugurates the New Regional Delegation Headquarters for the Marrakech–Safi Region



Secretary General OICOA Hon'ble Mr. Zafar Hijazi and Executive Secretary OICOA Mr. Almas Ali Jovindah received the Ombudsman of Azad Jammu & Kashmir, Hon'ble Mr. Arif Khan Rathore



Secretary General OICOA and Federal Tax Ombudsman of Pakistan, Hon'ble Mr. Zafar Hijazi alongwith the President of Rawalpindi Chamber of Commerce & Industries Dr. Usman Shaukat and Group Leader of RCCI Mr. Sohail Altaf



Pakistan's Federal Ombudsperson for Harassment Hon'ble Ms. Fauzia Viqar chaired the 2nd meeting of the OICOA Sub-committee on Women Rights alongwith High Commissioner of Rwanda to Pakistan and OICOA Executive Secretary



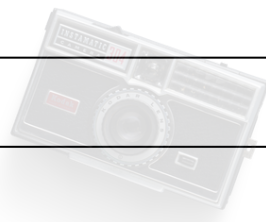
OICOA Member and Pakistan's Federal Ombudsperson for Harassment, Hon'ble Ms. Fauzia Viqar, held a meeting with the Director General of the Federal Judicial Academy Mr. Hayat Ali Shah



OICOA Member and Federal Ombudsman of Pakistan, Hon'ble Mr. Naveed Kamran Baloch presented a souvenir to OICOA Member and Provincial Ombudsman of Punjab Hon'ble Ms. Ayesha Hamid



Federal Ombudsman of Pakistan Hon'ble Mr. Naveed Kamran Baloch presenting a souvenir to OICOA President and Chief Ombudsman of Turkiye Hon'ble Mr. Mehmet Akarca at the International Ombudsman Summit held in Baku



OICOA Member and Pakistan's Provincial Ombudsman of Sindh, Hon'ble Muhammad Sohail Rajput presented the 2025 Annual Report of the Sindh Ombudsman to the Chief Minister of Sindh H.E. Syed Murad Ali Shah



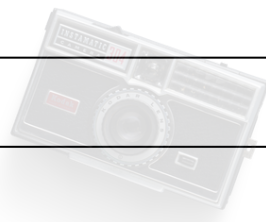
OICOA Member and Pakistan's Provincial Ombudsperson of Punjab, Hon'ble Dr. Najma Afzal Khan addresses the awareness seminar on Workplace Harassment held at Kohsar University in Murree



Hon'ble Dr. Najma Afzal Khan (Ombudsperson Punjab) called on the Member of National Assembly Ms. Irum Hamid to discuss the advancement of the mandate of Provincial Ombudsperson of Punjab



Hon'ble Dr. Najma Afzal Khan delivered a lecture at the Social Welfare Department (Faisalabad) regarding workplace harassment and code of ethics and conduct to combat harassment against female employees



OICOA Member and Pakistan's Provincial Ombudsman of Punjab Hon'ble Ms. Ayesha Hamid along with her delegation at the 2026 Full Members Meeting of the Southeast Asian Ombudsman Forum (SEAOFF) in Manila



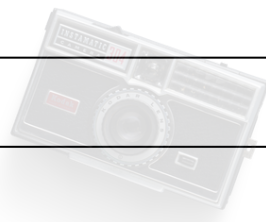
OICOA Member and Ombudsman of Punjab, Hon'ble Ms. Ayesha Hamid received the Senior Provincial Minister of Punjab, Hon'ble Ms. Marriyum Aurangzeb at the Headquarters of Punjab Ombudsman



Pakistan's Provincial Ombudsman of Punjab conducted an in-house capacity building session to review emerging trends in irrigation cases, discuss challenges and exchange practical approaches for improving case outcomes



Pakistan's Provincial Ombudsperson of Punjab Hon'ble Dr. Najma Afzal Khan along with Provincial Ombudsperson of Khyber Pakhtunkhwa, Hon'ble Barrister Rubab Mehdi at the Provincial Assembly of KPK in Peshawar



OICOA Member and Pakistan's Provincial Ombudsperson of KPK, Hon'ble Barrister Rubab Mehdi received Provincial Ombudsperson of Punjab, Hon'ble Dr. Najma Afzal Khan at the KPK Ombudsperson Secretariat



OICOA Member and Ombudsman of Turkish Republic of Northern Cyprus, Hon'ble Ms. Ilkan Varol participated in the Ombudsman Summit titled "Human Rights in the Age of Artificial Intelligence: Opportunities, Risks and Responsibilities" held in Baku



Mediator of the Republic of Ivory Coast, Hon'ble Mr. Gaoussou Touré, attended the closing ceremony of the first ordinary session of the National Assembly of Côte d'Ivoire (ANCI)



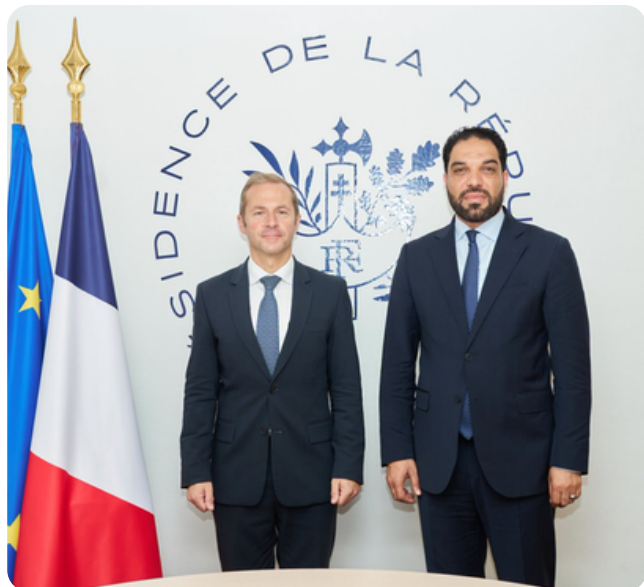
Delegation from the Mediator of Ivory Coast took part in the opening ceremony of the 2nd edition of the Digital Law Days, organised by the Ministry of Digital Transition and Digitalisation



Mediator of Ivory Coast, Hon'ble Mr. Gaoussou Touré attended the closing ceremony of the first ordinary session of 2026 of the Economic, Social, Environmental and Cultural Council (CESEC) was held in Abidjan



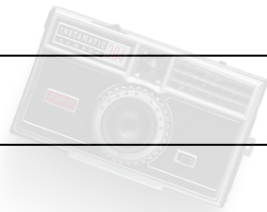
Mediator of Ivory Coast, Hon'ble Mr. Gaoussou Touré , received Mr. Koichi Kato, the Resident Representative of the Japanese International Cooperation Agency (JICA) in Abidjan



OICOA Member and Chairman of Libya's Administrative Control Authority, Hon'ble Mr. Abdulla Qaderbough met with the French President's Advisor, Mr. Paul Soler, at the Elysée Palace in Paris



The Administrative Control Authority Chairman Hon'ble Abdulla Qaderbough and the French COFICERT sign a memorandum of understanding to support good governance, integrity, and institutional capacity building



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 17th session of the United Nations Convention on Anti-Corruption in Vienna



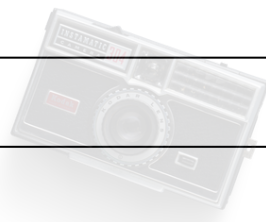
Hon'ble Mr. Abdulla Qaderboh on the occasion of an event celebrating 76 years of the establishment of Administrative Control Authority of Libya



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 Omudsman 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 YERİLMİŞK HAF TADA 6 GÜN YERE... AMASYA SİYASİ Tarih: 6.6.2026 Sayfa: 1 SbcM: 202,35

Kamu Başdenetçisi Akarca Vatandaşlarla Buluştu



Sayfa 1'den

Saygı duruşunda bulunulması ve İstiklal Marşı'nın okunmasıyla başlayan programda Kamu Denetçiliği Kurumunun (KDK) faaliyetlerine ilişkin video gösterildi.

Programda konuşan Kamu Başdenetçisi Akarca, Kamu Denetçiliği Kurumu'nun anayasal bir kurum olduğunu hatırlatarak, vatandaşların idareyle yaşadığı uyumsuzluklarda mahkemeye gitmeden önce başvurabilecekleri etkili bir hak arama mekanizması sunduğunu vurguladı.

Akarca, KDK'nın 2010 yılında anayasal dayanağa kavuştuğunu, 2012 yılında ise yasal olarak yapılandırıldığını belirterek kurumun bağımsız ve tarafsız bir yapıda

faaliyet gösterdiğini ifade etti. Kurumun TBMM tarafından seçilen bir başdenetçi ve beş kamu denetçisinden oluştuğunu dile getirdi.

Vatandaşların başvurularının e-Devlet, internet, e-posta veya doğrudan idari birimler aracılığıyla yapılabildiğini söyleyen Akarca, başvuruların herhangi bir şekil şartına tabi olmadığını ve sürecin ücretsiz yürütüldüğünü aktardı.

Kurumun idare ile vatandaş arasında "hakkaniyet köprüsü" görevi gördüğünü ifade eden Akarca, idarenin her türlü işlem ve eyleminin hukuk, adalet, insan hakları ve hakkaniyet çerçevesinde incelendiğini, gerekli durumlarda idareye tavsiye kararları verildi-

ğini belirtti.

KDK'nın kararlarının bağlayıcı olmadığını ancak kamu kurumlarının bu tavsiye kararlarına uyma konusunda giderek artan bir hassasiyet gösterdiğini vurgulayan Akarca, amaçlarının yargıya taşınmadan sorunların çözülmesini sağlamak olduğunu söyledi.

Başvuru süreçlerinde idareden bilgi ve belge talep edilebildiğini, gerektiğinde yerinde inceleme, tanık dinleme ve bilirkişi incelemesi yapılabildiğini ifade eden Akarca, tüm sürecin en geç 6 ay içinde sonuçlandırıldığını kaydetti.

Programın sonunda vatandaşların soruları yanıtlandı. **Serife Kara**

interpress YERİLMİŞK HAF TADA 6 GÜN YERE... AMASYA SİYASİ Tarih: 6.6.2026 Sayfa: 1 SbcM: 68,21

Kamu Başdenetçisi Akarca'dan Ziyaret



Sayfa 1'den

Gerçekleştirilen ziyarette, Kamu Denetçiliği Kurumu'nun yürüttüğü çalışmalar, kurumun işleyişi ve faaliyet alanlarına ilişkin karşılıklı görüş alışverişinde bulunuldu. Heyet, yürütülen çalışmalar hakkında bilgi verirken, yerel düzeyde kurumlar arası iş birliği ve iletişimin önemi üzerinde duruldu.

etkinliği, vatandaş odaklı hizmet anlayışı ve kurumsal süreçlere ilişkin değerlendirmeler de ele alındı.

ATSO Başkanı Murat Kırılgaççı, nazik ziyaretlerinden dolayı Kamu Başdenetçisi Mehmet Akarca ve beraberindeki heyete teşekkür ederek, çalışmalarında başarılar diledi.

Amasya Ticaret ve

iterpress SABAH GÜNLÜK ULUSAL GAZETE Tarih: 14.6.2026 Sayfa: 4 SbcM: 56,14

KDK: Hizmet içi eğitime fazla mesai ödensin

Kamu Denetçiliği Kurumu (KDK), mesai saatleri dışında gerçekleştirilen hizmet içi eğitimlerin fazla çalışma kapsamında değerlendirilmesi gerektiğine ilişkin dikkat çeken bir tavsiye karar aldı. Kararda, personele öncelikli olarak izin verilmesi, bunun mümkün olmaması halinde ise fazla mesai ücreti ödenmesi gerektiği belirtildi.

TIP UZMANI BAŞVURDU

Karara konu olayda, bir hastanede görev yapan acil tip uzmanı, kurum tarafından görevlendirilerek 8 saatlik hizmet içi eğitime katıldı. Eğitimin mesai saatleri dışında düzenlendiğini belirten sağlık çalışanı, bu süreye ilişkin herhangi bir izin veya ek ödeme hakkı tanınmaması üzerine KDK'ya başvurdu. KDK, mesai saatleri dışında alınan hizmet içi eğitimin fazla çalışma niteliği taşıdığına hükmederek Sağlık Bakanlığına tavsiye karar verdi. KDK kararında, sağlık hizmetlerinin kesintisiz yürütülmesi kadar çalışanların dinlenme hakkının korunmasının da önem



taşıdığı vurgulandı. Fazla çalışma karşılığında kazanan izinlerin aynı yıl içinde kullanılmasının uygun olacağı ifade edildi. İzin kullanımının mümkün olmadığı durumlarda ise personele fazla mesai ücreti ödenmesi gerektiği belirtildi. KDK, 8 saatlik mesai dışı eğitime katılan sağlık çalışanının başvurusunda, fazla çalışma karşılığında izin verilmesi veya ücret ödenmesi yönünde tavsiye kararı aldı.

interpress MİLLİYET GÜNLÜK ULUSAL GAZETE Tarih: 15.6.2026 Sayfa: 11 SbcM: 13,5

BABASI ÖLÜNCE KAYDINI YENİLEYEMEDİ KDK öğrencinin sorununu çözdü

Kamu Denetçiliği Kurumu'na (KDK) başvuran İstanbul Üniversitesi Açık ve Uzaktan Eğitim Fakültesi Bilgisayar Programcılığı öğrencisi, babasının vefatı nedeniyle kayıt yenileme sürecini kaçırdığını belirterek destek istedi. KDK'nın fakülte yönetimiyle



yaptığı görüşmeler sonucunda öğrencinin ders kaydı yenilendi ve ara sınavlara katılması sağlandı. ● DHA

interpress YENİ ASIR GÜNLÜK ULUSAL GAZETE Tarih: 15.6.2026 Sayfa: 11 SbcM: 14,5

Gazze'deki işkenceler KDK RAPORUNDA

İsrail tarafından alıkonulan Küresel SUMUD filosu aktivistlerine yönelik tecavüz, cinsel taciz ve işkenceler dünya kamuoyunda büyük yankı yaratırken, Kamu Denetçiliği Kurumu (KDK), siyonist rejimin gerçekleştirdiği soykırım, tecavüz ve işkencelere ilişkin "tematik rapor" hazırladı

"Gazze Soykırımı" konusunda yıllardır raporlar hazırlayan ve dünyamızı dikkatini çeken çalışmalarına imza atan KDK, İsrail'in son kararnamaları ve küresel SUMUD Filosu'na yönelik saldırılarına da karşın "Gazze'de İşkence ve İnsanlık Dışı Müamele" başlıklı tematik raporu kamuoyuna sundu. Kamu Başdenetçisi Mehmet Akarca'nın talimatıyla hazırlanan tematik rapor için "işkence, işkence ve insanlık dışı muamele mağdurları Filistinli çocukları, kadınları, yaşlıları, engellileri ve tüm masum sivil halkları korumak ve bu raporda Filistinlilerin işkence ve insanlık dışı muamelelere maruz kalmamaları için tarihî kayıt düşölmesi amaçlanmaktadır" ifadesi kullanıldı.

Hiç Biri CEZALANDIRILMADI

İsrail'in işkencelerine anlatılan yüzlerce somut olay, gözet ve belgeleri tek tek yer verilen tematik raporda, işkence yöntemlerine ilişkin ya topyekân ya da yerel bağlamda (tutuklunun yakarak bir yere bağlanıp havaya atılması), ezici saatler boyunca klozet suyuyla boğma girişimi, cam kırıklarının üzerine dökülmesi, sırtına kesici ile cerrahi ameliyat yapma, sürekli bağlama sonucu tutukluların uyuşturucu kesilmesini, çeşitli diyalizlerde tecavüz ve cinsel saldırılar, on-onuz kilo arası kilo kaybetmeye yol açan toplu açlık sekiinde işkence ve kötu muamele uygulamalarının varlığı kanıtlanmıştır. Raporda "Cinsel işkenceye dair videolara rağmen, İsrail yönetiminin en ağır



18 il yeri Azərbaycan Respublikasında İnsan Hüquqları Günüdür


AZERBAIJAN

7

İnsan hüquqları və azadlıqların təpəliyi, müdafiəsi və qorunması – Azərbaycan Respublikasının Prezidenti İlham Əliyev tərəfindən 18 iyun tarixində 1998-ci ilin 185 sayılı Fərmanı ilə qəbul edilmiş "Azərbaycan Respublikasında İnsan Hüquqları Günü" haqqında qərarla təsis edilmişdir.

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İlham Əliyev

18 il yeri Azərbaycan Respublikasında İnsan Hüquqları Günüdür

İnsan hüquqları və azadlıqların təpəliyi, müdafiəsi və qorunması

Müdafiəsi dövlət siyasətinin prioriteti istiqamətlərindəndir

İnsan hüquqları və azadlıqların təpəliyi, müdafiəsi və qorunması – Azərbaycan Respublikasının Prezidenti İlham Əliyev tərəfindən 1998-ci ilin 185 sayılı Fərmanı ilə qəbul edilmiş "Azərbaycan Respublikasında İnsan Hüquqları Günü" haqqında qərarla təsis edilmişdir.

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Sabina Aliyeva: Preventive steps needed for children's digital safety

State institutions must strengthen monitoring mechanisms on online platforms, conduct legal risk assessments, and implement preventive measures to ensure children's digital safety, according to Azerbaijani Ombudsman Sabina Aliyeva, [Report](#) informs.

Speaking at a joint session of the Human Rights, Family and Women's and Children's Affairs, and Law Policy and State-Building committees of the Milli Majlis (Parliament) of Azerbaijan, she emphasized the crucial role of parents:

"Parents must pay close attention to their children's use of digital platforms, maintain open and trustworthy communication, and educate them about potential online dangers. Applying parental control mechanisms is essential," Aliveva noted.

Azerbaijan's ombudsman urges greater efforts to clarify fate of missing persons

Azerbaijan's Human Rights Commissioner (Ombudsman), Sabina Aliyeva, has called for greater international efforts to determine the fate of missing persons, describing the issue as a humanitarian obligation rooted in international law and respect for human dignity.

In a statement, Aliyeva said determining the fate of those who remain missing is essential to protecting families' right to know the truth and to ensuring they can bury their loved ones with dignity, [Caliber.Az](#) reports.

"Determining the fate of missing persons is a matter of respecting every family's right to know the truth, protecting human dignity, and upholding humanitarian values," she said.



Ombudsmen Summit adopts Baku Declaration on AI and Human Rights

BAKU, Azerbaijan, June 18. The Baku Declaration on Artificial Intelligence (AI) and Human Rights has been adopted at the conclusion of the International Baku Ombudsmen Summit, held on the theme "Human rights in the age of artificial intelligence: opportunities, risks and responsibilities", **Trend's** correspondent reports from the event.

The declaration emphasizes that the protection of human rights and freedoms, as well as human dignity, is a key priority in the development and application of artificial intelligence technologies.

The document recommends that member states develop human rights-based, safe, transparent and accountable artificial intelligence governance mechanisms, protect data, prevent algorithmic bias and ensure effective legal oversight.

It also considers it important to assess the impact on human rights at all stages of artificial intelligence systems, maintain human control in decision-making, protect personal data and strengthen cybersecurity.

The declaration also includes the development of independent monitoring and audit mechanisms against algorithmic discrimination, strengthen the protection of vulnerable groups, increase digital literacy, and strengthen the fight against disinformation and hate speech.

The document also calls for expanding cooperation between ombudsman institutions and international partners, and ensuring that the private sector respects human rights.

PRESS COVERAGE FOR MEDIATOR OF THE KINGDOM OF MOROCCO

INDUSTRIES.MA
LE MEILLEUR DE L'ÉCONOMIE MADE IN MOROCCO

Le Médiateur du Royaume et l'Union européenne renforcent leur coopération autour du numérique et de la gouvernance



Le Médiateur du Royaume, Hassan Tariq, a reçu mardi à Rabat l'ambassadeur de l'Union européenne au Maroc, Dimitar Tzantchev, dans le cadre d'échanges consacrés au renforcement de la coopération institutionnelle et aux perspectives de partenariat entre les deux parties.

Lors de cette rencontre, Hassan Tariq a présenté les principales missions de l'Institution du Médiateur du Royaume, ses orientations stratégiques ainsi que sa nouvelle feuille de route. Il a notamment mis en avant l'évolution de l'approche de l'institution, qui entend élargir son champ d'action au-delà du traitement des réclamations administratives pour contribuer davantage au débat public sur les politiques ayant un impact direct sur les droits des citoyens.

Le responsable a également exposé les efforts engagés pour moderniser les mécanismes d'intervention de l'institution et renforcer son rôle dans l'amélioration de la relation entre l'administration et les usagers.



وسيط المملكة يستقبل الأمانة العامة للمنظمة الدولية للوساطة (IOMED)



استقبل الأستاذ حسن طارق، وسيط المملكة، يومه الخميس 11 يونيو 2026 بمقر المؤسسة، السيدة تيريزا شانغ Teresa Cheng الأمانة العامة للمنظمة الدولية للوساطة (IOMED).

وتحت السيدة شانغ بالمملكة المغربية في إطار المشاركة في مؤتمر دولي حول الوساطة تنظمه وزارة العدل بالحار البيضاء يوم غد الجمعة، على اعتبار كون المملكة بلدا موقعا على ميثاق الانضمام للمنظمة التي تضم في عضويتها حاليا 43 دولة.

وخلال هذا الاستقبال، استعرض السيد وسيط المملكة بعض مهام واختصاصات المؤسسة ومجالات تدخلها، لا سيما ما يتعلق بكيفية معالجة النزاعات المعروضة عليها وكيفية إيجاد حلول لها عبر آلية الوساطة من خلال اللجان الدائمة وجلسات البحث والتحري.

كما تطرق السيد الوسيط إلى الجوانب المتعلقة بالحكمة الإدارية، سواء عبر التقارير الموضوعاتية الخاصة التي يوجهها إلى رئيس الحكومة أو التقارير التي يتم مناقشتها في إطار اللجان البرلمانية الخاصة، والتي تتطرق لأهم الاختلالات الإدارية المرصودة والتوصيات والمقترحات التي يقدمها الوسيط بشأنها تفصيلا للقوة الاقتراحية للمؤسسة.

وعلى صعيد آخر، أعرب السيد الوسيط عن استعداد المؤسسة للانخراط في مشروع أكاديمية الوساطة التي ستطلقها وزارة العدل بالمملكة المغربية، بتعاون مع المنظمة الدولية للوساطة، وذلك من خلال تقديم خبرتها وتجربتها قصد إغناء هذا المشروع الرائد والمبتكر.

من جهتها، قدمت السيدة شانغ لمحة موجزة عن مجالات اشتغال المنظمة الدولية، وعلى الخصوص ما يتعلق بالقيام بالوساطة والتوفيق لحلحلة النزاعات التجارية بين الأطراف الدولية، بما في ذلك المستثمرين الأجانب، وتشجيع اللجوء إلى الحلول البديلة لحل المنازعات.



وسيط المملكة يفتتح المقر الجديد للمندوبية الجهوية الجهوية للمؤسسة بجهة مراكش-آسفي



افتتح السيد حسن طارق، وسيط المملكة، مساء اليوم الخميس 18 يونيو 2026، المقر الجديد للمندوبية الجهوية للمؤسسة بجهة مراكش-آسفي، الكائن بمدينة مراكش بحي "جنان العافية" (المقر السابق لمحكمة القرب).

ويأتي هذا الافتتاح في إطار تعزيز الحضور الترابي للمؤسسة وتقريب خدمات الوساطة المرفقية من المواطنين والمواطنات، وذلك انسجاما مع الرؤية الاستراتيجية الجديدة للمؤسسة القائمة على دعم القرب الترابي، وتوسيع شبكة بنيتها الترابية، والرفع من نجاعة استقبال التظلمات ومعالجتها.

لا شك أن تدبير الطلب على الوساطة، بشكل جدير مهمة الوسيط وموضوع رسائله القانونية والقرابة الانكساري، وهو مرحلة لتلقي فيها سياسة الإجراءات مع وجاعة القرارات.

وفي هذا الإطار يأتي الملتقى السنوي للوسيط كحلقة للتفكير و فرصة مثالية لتطوير مشاريع المؤسسة.

PRESS COVERAGE FOR OMBUDSMAN OF THE REPUBLIC OF INDONESIA



Ombudsman RI Lakukan Pemeriksaan Lapangan Terkait Penyelenggaraan Program Internsip Dokter Indonesia (PIDI)

DENPASAR - Ombudsman RI sebagai lembaga negara pengawas penyelenggaraan pelayanan publik tengah menindaklanjuti Investigasi Atas Prakarsa Sendiri (IAPS) mengenai tata kelola penyelenggaraan Program Internsip Dokter Indonesia (PIDI). Tim Keasistenan Utama VII Ombudsman RI sejak tanggal 9 hingga 12 Juni 2026 diterjunkan secara simultan untuk melakukan pengumpulan data dan pemeriksaan lapangan di dua wilayah, yakni Provinsi Bali dan Provinsi Jambi.

Langkah ini diambil sebagai bentuk perhatian serius Ombudsman RI terhadap pemenuhan standar perlindungan dan keselamatan kerja bagi para dokter internsip, menyusul terjadinya peristiwa wafatnya empat dokter internsip dalam beberapa bulan terakhir. Pemeriksaan di Bali difokuskan pada penelusuran fakta lapangan terkait penugasan mendiang dr. Edgar Bezalil Hartanto di RS Bhayangkara Kota Denpasar. Sementara itu, pengumpulan data serupa juga dilakukan di Provinsi Jambi guna mendalami aspek kelayakan kerja almarhumah dr. Myta Aprilia Azmi di rumah sakit wahana tempatnya bertugas.

Anggota Ombudsman RI, Nuzran Joher, yang ditemui di Kantor Perwakilan Ombudsman RI Provinsi Bali pada Jumat (12/6/2026), menyampaikan bahwa peninjauan langsung ke fasyankes ini ditujukan untuk memetakan kondisi riil pelaksanaan di lapangan serta melihat kesesuaian antara regulasi teknis dengan pelaksanaan harian pelayanan publik di rumah sakit. Selain di Bali dan Jambi, Nuzran menambahkan bahwa pengumpulan data lapangan juga akan dilanjutkan di sejumlah wahana lain yang tercatat mengalami peristiwa serupa, yaitu di Kabupaten Rembang (kasus almarhumah dr. Kartika Ayu Permatasari) dan Kabupaten Cianjur (kasus almarhum dr. Andito M. Wibisono).



Ombudsman ajak seluruh instansi benahi sistem pelayanan publik

Jakarta (ANTARA) - Ombudsman RI mengajak seluruh instansi pemerintah memperkuat kualitas pelayanan publik melalui tata kelola yang bersih, profesional, responsif, dan bebas maladministrasi.

Wakil Ketua Ombudsman RI Rahmadi Indra Tektone menyampaikan hal itu saat Peringatan Hari Pelayanan Publik Internasional di Kantor Ombudsman RI, Jakarta, Selasa.

"Kami meyakini perbaikan pelayanan publik tidak dapat dikerjakan oleh satu lembaga saja. Diperlukan sinergi yang kuat antarlembaga agar manfaat pelayanan benar-benar dirasakan masyarakat," kata Rahmadi.

Menurut dia, setiap instansi pemerintah memiliki tanggung jawab untuk memastikan layanan kepada masyarakat berjalan dengan baik.

Ia menilai kualitas layanan yang baik akan meningkatkan kepuasan masyarakat terhadap berbagai program pemerintah.



Ombudsman issues 203 recommendations to improve public services



Jakarta (ANTARA) - Indonesia's Ombudsman has issued 203 studies and recommendations for improvement to public service providers between 2021 and 2025 as part of efforts to prevent systemic maladministration.

Ombudsman member Nuzran Joher said in Jakarta on Wednesday that the studies and recommendations were prepared by the institution's headquarters and its 34 regional offices across the country.

"These recommendations are part of the Ombudsman's efforts to conduct early detection, identify root causes, and encourage public service providers to make improvements so that maladministration does not occur or recur," Joher said.

PRESS COVERAGE FOR OMBUDSMAN OF THE KINGDOM OF BAHRAIN

البلاد

الأمانة العامة للتظلمات تشارك في البرنامج التدريبي "بناء القدرات الوطنية وفق بروتوكول إسطنبول"



شاركت الأمانة العامة للتظلمات في البرنامج التدريبي المتخصص، الذي تنظمه وحدة التحقيق الخاصة تحت عنوان "بناء القدرات الوطنية في التقصي والتوثيق وفق بروتوكول إسطنبول"، بمشاركة نخبة من الخبراء والمختصين، وذلك في إطار الحرص المستمر على تعزيز الكفاءات الوطنية وتطوير منظومة العدالة الجنائية وحقوق الإنسان.

وحضرت السيدة عادة حميد حبيب الأمين العام للتظلمات حفل افتتاح البرنامج، الذي أقيم أمس، الثلاثاء بمعهد الدراسات القضائية والقانونية، وذلك بحضور النائب العام وعدد من أصحاب السعادة الوزراء، وبمشاركة واسعة من ممثلي الجهات الوطنية ذات الصلة بالعدالة الجنائية وإنفاذ القانون، وعدد من مؤسسات المجتمع المدني، فضلاً عن المختصين والمهنيين في القطاع الصحي.

وبهذه المناسبة، أعربت السيدة عادة حميد حبيب عن بالغ تقديرها لعقد هذا البرنامج التدريبي لما يمثله من أهمية كبيرة في مجالات عمل الجهات الوطنية ذات الصلة بالعدالة الجنائية وإنفاذ القانون، وبما يعزز من احترام حقوق الإنسان في مجالات عمل هذه الأجهزة، مشيدة في الوقت ذاته بالدور المتميز الذي تقوم به وحدة التحقيق الخاصة في عقد مثل هذه البرامج التدريبية المتخصصة والمهمة.

وشهد البرنامج مشاركة فاعلة من الأستاذة شريفة فؤاد أخصائي تحقيق أول بالأمانة العامة للتظلمات، والتي حضرت في الجلسة الثانية تحت عنوان "بروتوكول إسطنبول: الإطار المرجعي الدولي للتقصي والتوثيق الفعال في ادعاءات التعذيب وسوء المعاملة"، وتناولت خلالها عدة محاور رئيسية شملت فلسفة البروتوكول وتطوره التاريخي، والمبادئ الأساسية التي يقوم عليها التوثيق الفعال، بالإضافة إلى تسليط الضوء على تكامل الأدوار والجهود بين المحقق والطبيب الشرعي والأخصائي النفسي.

البلاد



الأمين العام للتظلمات تستقبل القاضي الدكتور إبراهيم الجفن بمناسبة حصوله على الدكتوراه

استقبلت سعادة السيدة عادة حميد حبيب الأمين العام للتظلمات ورئيس مفوضية حقوق السجناء والمحتجزين في مكتبها، عضو المفوضية سعادة القاضي الدكتور إبراهيم سلمان محمد الجفن، وذلك بمناسبة حصوله مؤخراً على درجة الدكتوراه من جامعة القاهرة، حيث أهدى سعادتها نسخة من أطروحته العلمية التي حملت عنوان "التدخل بالحق المدني في الدعوى الجنائية".

وقد رحبت سعادة السيدة عادة حميد حبيب بسعادة القاضي إبراهيم الجفن، وأشادت بالجهود الكبيرة التي بذلها في إعداد هذه الدراسة القانونية القيمة، منوهة في هذا الصدد بأهمية الموضوع الذي تناولته الرسالة، حيث يشكل إضافة نوعية ومهمة للمكتبة القانونية والقضائية، ويسهم في إثراء الفكر القانوني وتطوير الآليات التي تضمن حماية الحقوق وتحقيق العدالة.

وفي ختام اللقاء، تقدمت سعادة الأمين العام للتظلمات ورئيس مفوضية حقوق السجناء والمحتجزين بأسمى التهاني والتبريكات إلى سعادة القاضي الدكتور إبراهيم الجفن، متمنية له دوام التوفيق والنجاح، ومواصلة مسيرته العلمية والمهنية بكل تميز، ومن جانبه أعرب القاضي الجفن عن بالغ شكره وتقديره للسيدة عادة حميد حبيب على حسن الاستقبال والدعم المستمر لأعضاء وكوادر مفوضية حقوق السجناء والمحتجزين بما يسهم في الارتقاء بمسيرة عمل المفوضية ودورها في تعزيز احترام حقوق الإنسان في مجالات تخصصها.

الأيام

مجلس مفوضية حقوق السجناء والمحتجزين يعقد اجتماعه الاعتيادي

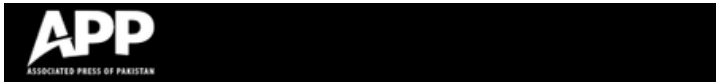


عقد مجلس مفوضية حقوق السجناء والمحتجزين اجتماعه الاعتيادي، برئاسة السيدة عادة حميد حبيب رئيسة المفوضية وبحضور أعضاء المجلس، حيث تم خلال الاجتماع مناقشة ومتابعة عدد من الموضوعات والبنود المدرجة على جدول الأعمال، والتأكد من حسن سير العمل المستمرة للمفوضية في حماية وتعويض ضحايا انتهاكات حقوق الإنسان.

واستعرض المجلس خلال الاجتماع خطة العمل المخصصة للقيام بزيارتين تفقيسييتين مرتقيتين خلال الفترة المقبلة، باحثاً الاستعدادات التنظيمية والإدارية اللازمة لضمان تحقيق الأهداف المرجوة من هذه الزيارات، وبما يتماشى مع المهام والاختصاصات المنوطة بالمفوضية في مراقبة أماكن الاعتقال والإصلاح والتوقيف.

كما شهد الاجتماع مناقشة تفصيلية حول تطوير المبادئ والمعايير والمؤشرات الحقوقية والرقابية التي يتم التحقق منها أثناء العمل الميداني، حيث ركز المجلس على تحديث هذه الأدوات لتتواءم بشكل مرن مع طبيعة وخصوصية الأماكن المزمع زيارتها، وبما يضمن تطبيق مستويات عالية من المهنية والشفافية، والارتقاء المستمر بمنظومة حقوق الإنسان في المملكة.

PRESS COVERAGE FOR FEDERAL OMBUDSMAN OF PAKISTAN



Ombudsman orders overhaul of Islamabad airport services



ISLAMABAD, Jun 03 (APP): A team of the Wafaqi Mohtasib (Ombudsman) on Wednesday directed authorities at Islamabad International Airport to improve passenger services, address recurring complaints of maladministration and negligence, and establish dedicated counters for senior citizens following an inspection prompted by a growing number of public grievances regarding immigration delays, mishandling of luggage and poor treatment of travellers.

The inspection was carried out under the directives of Wafaqi Mohtasib Naveed Kamran Baloch amid increasing complaints from passengers, particularly overseas Pakistanis, about service deficiencies at the country's airports.

The Ombudsman's team stressed that all passengers, especially members of the Pakistani diaspora who contribute significantly to the national economy through remittances, deserve respectful and efficient treatment.

Taking serious notice of complaints related to delayed baggage delivery, loss of luggage and prolonged immigration procedures, the team called for comprehensive corrective measures to prevent such issues from recurring.

It also urged airport authorities to enhance the effectiveness of the One Window Facilitation Desks (OWFDs) established at international airports to ensure prompt resolution of passenger complaints on the spot.

During the visit, the inspection team interacted directly with passengers and issued immediate instructions for addressing their concerns.

DAWN

Ombudsman stresses informal resolution of disputes

LAHORE: Federal Ombudsman Naveed Kamran Baloch has called for expanding the scope of informal resolution of disputes (IRD) and added that a dedicated wing has been established to ensure prompt and informal redressal of public complaints.

During a visit to the Ombudsman's Lahore regional office, Mr Baloch said he would remain committed to enhancing public service delivery through organisational restructuring and the promotion of modern technology.

He directed the officers to actively implement the outreach complaint resolution (OCR) programme by reaching out at the tehsil level to address public grievances effectively.

Regional office's member incharge Waqas Ali Mahmood briefed the federal ombudsman about the office's Punjab judiciary section, specifically covering Lahore, Sheikhupura and Kasur. It included cases related to Wapda as well as various federal government ministries.

The briefing focussed on the nature of these cases, including OCR visits, and emphasised measures to ensure that the general public is provided with accessible, efficient and prompt justice.

The federal ombudsman later met Chief Secretary Zahid Akhtar Zaman, who assured full cooperation from the provincial government.

Published in Dawn, June 10th, 2026



Federal Ombudsman Regional Office Quetta provided relief of Rs 25,000 to petitioner Arko on his electricity bill.

Quetta, June 11 (APP): The Federal Ombudsman Regional Office Quetta has provided relief of Rs 25,000 on the electricity bill of the petitioner Arco. The petitioner Arhamas Ahmed said that he received an unfair bill from Kesco, for which he went to the Kesco office to get it corrected, but there was no hearing, after which he approached the Federal Ombudsman Regional Office Quetta and filed a petition against the concerned department. As soon as the petition was received, the Federal Ombudsman Regional Office Quetta summoned the concerned department and started an immediate hearing of the case. During the hearing, the concerned department could not give any satisfactory response. The Federal Ombudsman issued orders that the petitioner's bill should be corrected as soon as possible. As soon as the orders were received, the concerned department corrected the petitioner's bill, which provided relief of Rs 25,000 to the petitioner. The petitioner thanked the Federal Ombudsman for this initiative.

PRESS COVERAGE FOR FEDERAL OMBUDSPERSON FOR PROTECTION AGAINST HARASSMENT AND FEDERAL BANKING OMBUDSMAN OF PAKISTAN

APP
ASSOCIATED PRESS OF PAKISTAN

FOSPAH delivers balanced verdict in HBL harassment case: removal overturned, penalty imposed

ISLAMABAD, Jun 18 (APP): In a powerful reminder that justice must be both fair and firm, the Federal Ombudsperson for Protection Against Harassment at the Workplace (FOSPAH), Ms. Fauzia Viqar, issued a detailed order in the appeal filed by Muhammad Jamil, a former Branch Manager at Habib Bank Limited (HBL), said in a press release issued here on Wednesday.

Mr. Jamil had challenged the major penalty of removal from service imposed on him following a workplace harassment complaint lodged by a female colleague under the Protection Against Harassment of Women at the Workplace Act, 2010. The appeal questioned both the validity of the inquiry proceedings and the proportionality of the penalty.

After a thorough review of evidence, the Federal Ombudsperson held that while the internal investigation followed legal procedures under the Protection Against Harassment of Women at the Workplace Act, 2010, the penalty of removal from service was disproportionate. The evidence, including WhatsApp messages containing a marriage proposal sent outside office hours, demonstrated unprofessional and inappropriate behavior, but was not grave enough to warrant dismissal.

INTERNATIONAL
THE NEWS
PAKISTAN

Private business fined Rs1.2m for firing employee



Islamabad: The Federal Ombudsperson for Protection Against Harassment (FOSPAH) has fined a private organisation Rs1.2 million for terminating a female employee during her approved maternity leave, declaring the action unlawful, gender discrimination and psychological harassment.

According to the ruling, the complainant, who worked in the organisation's accounting department, was informed by phone that her employment would be terminated at the conclusion of her maternity leave.

No formal termination order or written explanation was provided. After reviewing evidence and witness testimonies, FOSPAH concluded that dismissing a woman during maternity leave constituted adverse treatment prohibited under the law.

She noted that pregnancy, childbirth, maternity leave and postnatal recovery were conditions unique to women and that any negative treatment linked to them amounts to gender discrimination.

INTERNATIONAL
THE NEWS
PAKISTAN

Banking Mohtasib provides relief of Rs762.76m to customers in H1CY26



KARACHI: The Banking Mohtasib Pakistan has granted monetary relief amounting to Rs762.76 million to banking customers by disposing of over 18,482 complaints against commercial banks during the first half (January to June) of 2026.

The number of complaints being lodged against commercial banks is on the rise. The Banking Mohtasib Office received 21,392 new complaints from January 1 to June 30, 2026, including 4,005 from the Prime Minister's Portal as against 16,915 complaints received during the same period last year.

With a view to protecting the banking customers from fraud and forgeries, Banking Mohtasib Pakistan Sirajuddin Aziz has stressed upon the banking customers not to disclose their personal and financial credentials to any third person. He has also advised that on receipt of suspicious calls, they should immediately approach the nearest branch of their bank or contact the bank's helpline. He emphasised that customers must know that banks' call centres cannot make outbound calls from their respective helplines. Hence calls showing UAN numbers of banks should not be attended.

PRESS COVERAGE FOR FEDERAL TAX OMBUDSMAN OF PAKISTAN

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

ST return: FTO orders FBR to rectify 'system errors'

ISLAMABAD: The Federal Tax Ombudsman (FTO), Zafar ul Haq Hijazi, has issued a strict order against the Federal Board of Revenue's (FBR) Sales Tax Wing after the Board's persistent failure to unlock a provisionally submitted sales tax return caused severe prejudice to a registered taxpayer.

It is reliably learnt that FTO directs the Chief Sales Tax (Operations) to immediately resolve the system error on merits and report compliance. When contacted Azhar Shifque Manj, the CFO of the complainant company told this correspondent that the company had submitted its monthly sales tax return for December 2025 provisionally through the IRIS 2.0 portal. Due to a technical glitch in Annexure-H1 of the IRIS 2.0 portal, wherein invoices were not being fetched, causing a negative figure to appear in the annexure, the return was locked by the system and remained frozen in provisional draft status.

As a cascading consequence, the sales tax returns for January 2026 and February 2026 could not be filed and the complainant's entire sales tax registration was rendered inactive.

Despite the complainant submitting a formal written request to the Secretary (ST-Operations), FBR, and making repeated personal visits to the concerned offices, the department took no corrective action whatsoever. No response was filed by department.

The FTO categorically held that neither responding to the written request of the taxpayer, nor rectifying the system error faced during filing of the sales tax return for December 2025 and subsequent months, constitutes maladministration within the meaning of Section 2(3)(i)(a) & (ii) of the FTO Ordinance. Accordingly, FBR has been directed to instruct the Chief Sales Tax (Ops) to resolve the matter on merit.

APP
ASSOCIATED PRESS OF PAKISTAN

FTO Holds RTO Hyderabad Guilty of Maladministration in Rs7.3 Million Tax Case

ISLAMABAD, Jun 17 (APP):The Federal Tax Ombudsman (FTO) has held officials of the Regional Tax Office (RTO) Hyderabad responsible for maladministration in a withholding tax case involving a Matari-based rice mill and directed the Federal Board of Revenue (FBR) to conduct fresh proceedings after providing the taxpayer a proper opportunity of hearing.

According to an order issued by Federal Tax Ombudsman Zafar Hijazi, the complaint was filed by M/s Manglani Rice & Dali Mills against an order passed under Section 161(1) of the Income Tax Ordinance, 2001, which created a tax demand of approximately Rs7.3 million for tax year 2019.

The Ombudsman observed that the matter had come before the FTO for the third time, indicating a persistent failure by tax authorities to comply with earlier directions.

Previous FTO findings had already pointed out procedural shortcomings and instructed the department to revisit the assessment after ensuring due process and a fair hearing for the taxpayer. During proceedings, the complainant argued that a significant portion of the purchases consisted of paddy procured directly from growers, which did not attract withholding tax under the relevant provisions. It was also contended that the assessing officer imposed tax on various expenditure heads without identifying the recipients of payments or establishing the basis for applying a withholding tax rate of 7.75 percent.

APP
ASSOCIATED PRESS OF PAKISTAN

Business-friendly tax regime essential for economic growth : FTO Coordinator

LAHORE, Jun 07 (APP):Federal Tax Ombudsman (FTO) Coordinator Saif-ur Rehman on Sunday urged the government to reduce the General Sales Tax (GST) in the upcoming federal budget, saying that lowering indirect taxes would help reduce the cost of goods and improve the competitiveness of Pakistani products in international markets.

Talking to business representatives here, he said high taxation on goods and services had increased production costs, making local industries less competitive compared to their regional and global counterparts.

He said a reduction in GST would provide much-needed relief to consumers facing inflationary pressures while also supporting manufacturers struggling with rising input costs. Rehman stressed that a business-friendly tax regime was essential for stimulating economic growth, increasing exports and attracting investment. He said lowering the tax burden would enhance consumers' purchasing power, encourage industrial expansion and generate new employment opportunities.

He expressed the hope that policymakers would introduce pragmatic fiscal measures in the annual budget aimed at strengthening economic activity, improving export performance and ensuring sustainable growth across key sectors of the economy.

The coordinator said tax reforms focused on promoting investment and industrial development could help create a more competitive business environment and support the country's long-term economic objectives.

APP
ASSOCIATED PRESS OF PAKISTAN

FTO directs FBR to decide female taxpayer's pending refund case within 30 days

LAHORE, Jun 07 (APP):Federal Tax Ombudsman (FTO) Coordinator Saif-ur Rehman on Sunday urged the government to reduce the General Sales Tax (GST) in the upcoming federal budget, saying that lowering indirect taxes would help reduce the cost of goods and improve the competitiveness of Pakistani products in international markets.

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

APP
ASSOCIATED PRESS OF PAKISTAN

Punjab Ombudsman Secures Rs105 Million For 72 Citizens In Pending Dues

LAHORE, (APP - UrduPoint / Pakistan Point News - 2nd Jun, 2026) The Office of the Ombudsman Punjab has achieved another significant milestone in providing relief to citizens by facilitating the payment of more than Rs105 million in pending dues to 72 individuals from across the province.

According to the spokesman, the affected citizens had approached the Ombudsman Punjab after facing prolonged delays in receiving payments owed to them by various government departments.

Taking prompt notice of their complaints, the Ombudsman Punjab initiated immediate action and issued necessary directions to the authorities concerned.

As a result of the institution's timely and effective intervention, the outstanding dues amounting to over Rs105 million were released, providing much-needed financial relief to the complainants.

APP
ASSOCIATED PRESS OF PAKISTAN

Dr. Najma Afzal Khan is the best choice of Punjab Chief Minister Maryam Nawaz Sharif as the female Ombudsman of Sargodha, Irum Hamid Hameed



Sargodha – June 04 (APP): Pakistan Muslim League (N) Member of National Assembly Irum Hamid Hameed said that as a female Ombudsman, Sargodha Dr. Najma Afzal Khan is the best choice of Punjab Chief Minister Maryam Nawaz Sharif.

He said that the female Ombudsman Dr. Najma Afzal Khan has performed brilliantly in a short period of time and has taken valuable steps to protect the rights of women. He further said that the institution of the Ombudsman is also working hard to provide women with their legal rights in property, this law is proving to be very effective. Decisions have been made on several complaints received regarding inherited property, which is welcome. He said that more than two hundred complaints have been redressed in the Sargodha region so far. As a result of the effective implementation of the law, there has been a significant reduction in incidents of harassment against women and the institution is fulfilling its responsibilities to provide quick and affordable justice to women. Member of National Assembly Irum Hamid Hameed said that we are getting an opportunity to learn a lot from the experiences and services of the female Ombudsman Dr. Najma Afzal Khan. Member of National Assembly Irum Hamid Hameed appreciated the performance of the officers and staff of the Women Ombudsman Punjab and the R Office Sargodha and directed them to take more effective steps for timely resolution of the problems faced by the public, especially women.



APP
ASSOCIATED PRESS OF PAKISTAN

Awareness session held

SARGODHA, Jun 18 (APP):Advisor to Provincial Ombudsman for Sargodha Region Muhammad Ilyas Gul on Thursday organized an awareness session under the "Awami Khidmat" program at the office of the Director Information to highlight the institution's role in providing justice to the public.

Addressing the session, which was attended by Director Information Naeem Malik and various media representatives, Ilyas Gill stated that the awareness campaign was initiated following the directives of Provincial Ombudsman Punjab, Ayesha Hamid.

He explained that the offices of the Provincial Ombudsman were functional at both divisional and district levels, allowing citizens to file complaints against government departments without any processing fee or the requirement of a lawyer.

Providing regional statistics, the Advisor informed that 1,319 complaints had been registered in the Sargodha region during the current year, out of which 342 had been successfully resolved.

On the occasion, Director Information Naeem Malik remarked that the Ombudsman's office was playing a vital role in providing affordable justice to the people of the Sargodha region.



Providing a safe and conducive environment for women at work is the government's top priority, Provincial Women Ombudsman Punjab



Lahore (Special Reporter) Provincial Ombudsman Punjab Dr. Najma Afzal Khan has said that according to the vision of Maryam Nawaz Sharif, implementation of zero tolerance policy on harassment against women is being ensured in Punjab, while providing a safe and conducive environment for women at the workplace is the top priority of the government. She expressed these views while talking to the media on the occasion of her visit to the regional office in Sahiwal.

PRESS COVERAGE FOR PAKISTAN'S PROVINCIAL OMBUDSMAN OF SINDH AND OMBUDSMAN OF MOZAMBIQUE

APP

Sindh Ombudsman receives record 25,217 public complaints in 2025

KARACHI, Jun 02 (APP): The Office of the Provincial Ombudsman Sindh received a record 25,217 public complaints during the year 2025 while relief was provided in 8,789 cases, securing monetary benefits of Rs 4.29 billion for citizens.

The Annual Report 2025, presented to Sindh Chief Minister Syed Murad Ali Shah by Provincial Ombudsman Dr Sohail Rajput, revealed that a 236 per cent increase was recorded in the registration of complaints over the average annual intake of around 7,500 complaints in previous years.

According to the report, out of the total 25,217 complaints received, 8,854 were disposed of after preliminary scrutiny, while 16,363 were admitted for investigation. The office decided 12,591 cases after investigation and provided relief in 8,789 cases, resulting in monetary benefits of Rs 4.29 billion for aggrieved citizens.

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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. Other departments receiving significant numbers of complaints included the Revenue Department (3,345), School Education and Literacy Department (2,261), Police Department (1,965), Karachi Water and Sewerage Corporation (1,685), Karachi Metropolitan Corporation and defunct District Councils (1,510), Irrigation Department (604), Accountant General Sindh (598), Health Department (554), and Public Health Engineering and Rural Development Department (521). The report highlighted the measures taken to further ease the access of public in filling their complaints including the online complaint registration and tracking platform, Khuli Katcheries (open public forums) at union council and taluka levels and awareness sessions in schools and colleges.

The office redesigned its website, enhanced its presence on social media platforms, and also upgraded its mobile application.

In addition, approximately 31 million public awareness SMS messages were sent to citizens explaining the complaint registration and redressal process.

INTEGRITY

DECIDE denuncia alegadas violações de Direitos Humanos no caso da detenção do Activista Jota Pachoneia

Segundo a organização, a detenção do cidadão, ocorrida a 29 de Abril de 2026, em Nampula, levanta sérias preocupações quanto ao respeito pelos direitos, liberdades e garantias constitucionalmente consagrados.

Entre as alegações apresentadas pela DECIDE constam possíveis irregularidades na execução do mandado de detenção, alegado uso excessivo da força por agentes da Polícia da República de Moçambique, incluindo disparos contra a viatura do visado, bem como limitações ao exercício do direito de defesa devido à alegada falta de acesso adequado às informações do processo.

A organização manifesta ainda preocupação com a salvaguarda da liberdade de expressão e do direito de denúncia de alegados actos de corrupção e tráfico de influências, além de questionar a observância dos princípios de independência e imparcialidade da justiça, tendo em conta denúncias anteriormente apresentadas pelo activista contra magistrados judiciais.

Na exposição enviada ao Provedor de Justiça, a DECIDE considera que os factos relatados podem configurar violações de diversos direitos fundamentais previstos na Constituição da República de Moçambique, incluindo o direito à liberdade e segurança pessoal, o direito à informação sobre as razões da detenção, o acesso à justiça, o direito à defesa e a liberdade de expressão.

A organização solicita que o Provedor de Justiça realize as averiguações consideradas necessárias para o esclarecimento dos factos e para garantir a protecção dos direitos fundamentais do cidadão, reforçando os princípios do Estado de Direito Democrático.

NGANI

Provedoria de Justiça e RMDDH unem forças contra perseguição de Defensores dos Direitos Humanos



Encontro entre Isaque Chande e a Rede Moçambicana dos Defensores de Direitos Humanos abre caminho para mecanismos de cooperação destinados a travar ameaças, agressões e restrições ao espaço cívico no país.

Maputo – A crescente denúncia de perseguições, ameaças e agressões contra defensores dos direitos humanos em Moçambique esteve no centro de um encontro realizado esta segunda-feira entre o Provedor de Justiça, Isaque Chande, e o presidente da Rede Moçambicana dos Defensores de Direitos Humanos, Adriano Nuvunga.

A reunião, descrita como um encontro de cortesia institucional, serviu para discutir oportunidades de cooperação entre a Provedoria de Justiça e a RMDDH com vista ao reforço da protecção dos direitos humanos, da defesa das liberdades fundamentais e da promoção de um acesso mais efectivo à justiça para os cidadãos.

Durante o encontro, a RMDDH apresentou formalmente o seu trabalho e partilhou informações sobre o funcionamento do Desk dos Defensores de Direitos Humanos, uma iniciativa implementada em coordenação com a Comissão Nacional dos Direitos Humanos. O mecanismo foi concebido para monitorar casos de violações de direitos, prestar apoio aos activistas e fortalecer a capacidade de resposta das instituições perante situações de risco.

Segundo informações divulgadas após a reunião, as duas instituições analisaram formas de articulação que permitam uma intervenção mais célere em casos de violação dos direitos fundamentais, sobretudo quando estejam em causa cidadãos envolvidos na defesa dos direitos humanos.

PRESS COVERAGE FOR JORDANIAN INTEGRITY & ANTI-CORRUPTION COMMISSION



النزاهة تطلق حملة تعريفية باستراتيجية النزاهة الوطنية

عمان 2 حزيران (بترا)- أطلقت هيئة النزاهة ومكافحة الفساد اليوم الثلاثاء، حملة إعلامية للتعريف بالاستراتيجية الوطنية للنزاهة ومكافحة الفساد للأعوام 2020-2026، في خطوة تهدف إلى تعزيز الوعي المجتمعي بقيم ومعايير النزاهة لترسيخ ثقافة الشفافية والمساءلة، بما ينسجم مع رؤية التحديث والتطوير في المملكة.

وأكدت الهيئة أن هذه الحملة الإعلامية تتضمن مجموعة من الأنشطة والبرامج التوعوية وفعاليات ميدانية وورش عمل وحملات تفاعلية تستهدف مختلف الفئات المجتمعية بالتعاون مع مؤسسات الإدارة العامة والقطاع الخاص ومنظمات المجتمع المدني، كما تتضمن الحملة رسائل إعلامية تنشر بالتعاون مع وسائل الإعلام والمنصات الرقمية الخاصة بالشركاء.

وأوضحت أن الاستراتيجية الوطنية للنزاهة ومكافحة الفساد تمثل خارطة طريق شاملة تستند إلى نهج تشاركي وتكاملي يركز على الوقاية من الفساد وتعزيز أدوات الرقابة وتحسين جودة الخدمات العامة وتطوير البيئة التشريعية والإدارية بما يحقق أعلى معايير الكفاءة والعدالة والشفافية.

وأعربت الهيئة عن أملها بتعاون جميع شركائها والمواطنين لإنجاح هذه الحملة التي تأتي ضمن مساعيها المستمرة لترسيخ منظومة النزاهة الوطنية وإنفاذ القانون والوقاية من الفساد والحد من آثاره على المستوى الوطني للوصول إلى رؤية الاستراتيجية المتمثلة بـ"أردن مزدهر، جوهره النزاهة، تترسخ ثقة المجتمع بمؤسساته وإنجازاته".



Discussions on cooperation between the Integrity and Anti-Corruption Commission and the Journalists Syndicate



Amman, June 9 (Petra) - The Chairman of the Integrity and Anti-Corruption Commission, Hazem Abdul Salam Al-Majali, received the Jordanian Press Association Council at the Commission's building on Tuesday.

During the meeting, ways to enhance cooperation and coordination between the Authority and the Jordanian Journalists Syndicate were discussed, in order to contribute to consolidating the values of integrity and transparency, spreading community awareness of the importance of combating corruption, protecting public funds, and enhancing the role of the media in addressing corruption practices and explaining its negative effects on society.



Yemen's Ambassador Discusses with Jordanian Official Enhancing Cooperation in Capacity Building, Strategy Development



Yemen's Ambassador to the Hashemite Kingdom of Jordan Dr. Jalal Faqira, discussed Tuesday with Chairman of the Jordanian Integrity and Anti-Corruption Commission Hazem Al-Majali ways to enhance cooperation between the two brotherly countries.

The meeting addressed the possibility of benefiting from Jordan's experience in the fields of capacity building, strategy development, and the review of organizational structures and legal frameworks governing their work.

PRESS COVERAGE FOR MEDIATOR OF THE REPUBLIC OF IVORY COAST



Agence Ivoirienne de Presse
Leader de l'information de proximité.

Côte d'Ivoire-AIP/ Le médiateur délégué Daouda Ouattara fait ses adieux aux populations du Bounkani

Boua, 04 juin 2026 (AIP)–Le médiateur délégué de la région du Bounkani, Daouda Ouattara, a animé mercredi 03 juin 2026 à Boua une rencontre d'information consacrée à la fermeture des bureaux des médiateurs délégués sur l'ensemble du territoire national, une occasion qu'il a également saisie pour faire ses adieux aux populations.

Face aux autorités administratives, aux leaders communautaires et aux représentants de la société civile, M. Ouattara a expliqué que cette décision découle d'un décret pris le 06 janvier 2026, mettant officiellement fin aux fonctions des médiateurs délégués.

Il a rappelé aux populations que la cessation des fonctions des médiateurs délégués ne doit nullement être vu comme un retrait ou un abandon de l'institution sur le terrain. Il a indiqué qu'il s'agit d'une restructuration de l'institution.



Côte d'Ivoire : Médiature, Gaoussou Touré veut bâtir un service public plus proche, plus accessible et résolument plus efficace pour chaque citoyen



Le nouveau Médiateur de la République, Gaoussou Touré, a eu une séance de travail, le jeudi 18 juin 2026, avec ses collaborateurs, au siège de la Médiature à Yamoussoukro.

Selon l'ancien ministre, cette séance de travail, qui s'inscrit dans le cadre de sa première visite officielle dans la capitale politique, lui a permis de rencontrer et d'échanger directement avec ses collaborateurs qui y exercent leurs fonctions au quotidien.

Elle a été l'occasion, pour lui, de faire le point sur l'état d'avancement des chantiers prioritaires, d'échanger de vive voix avec ses collaborateurs et de partager les orientations qui guideront désormais leur action.



Agence Ivoirienne de Presse
Leader de l'information de proximité.

AIP/ 2026 World Cup: The Ombudsman of the Republic inaugurates the "Fan Zone" of Radio Côte d'Ivoire



Abidjan, June 10, 2026 (AIP) – The Ombudsman of the Republic, Gaoussou Touré, inaugurated on Wednesday, June 10, 2026, the "Fan Zone" of Radio Côte d'Ivoire, set up in the station's premises in Abidjan, in preparation for the FIFA World Cup 2026 which begins on Thursday.

Designed as a space for gathering and conviviality, this site will allow listeners and football fans to follow the World Cup matches in a festive atmosphere, through live broadcasts, entertainment, artistic performances and interactive exchanges.

Welcoming a "very good" initiative, Gaoussou Touré confirmed his presence at the national team's matches. "We will be there too. And for Ivory Coast's big matches, we will come here to watch them live," he declared, while expressing his best wishes for the Elephants' success in this global competition.

PRESS COVERAGE FOR ADMINISTRATIVE CONTROL AUTHORITY OF LIBYA

Libyan News Agency



The Administrative Control Authority discusses with the Administrative Centers Development Authority accelerating project implementation and addressing challenges.



Tripoli, Monday, June 1, 2026 (WAL) - The Chairman of the Administrative Control Authority, Abdullah Qaderbough, held a meeting at the Authority's headquarters in the capital, Tripoli, which included the Director General of the Administrative Centers Development and Improvement Authority, Sami Al-Absh, in the presence of officials from the General Administration for Contract Examination and Project Implementation Follow-up at the Authority, and a number of specialists from both sides.

The meeting discussed the progress of the development projects assigned to the agency in various sectors, the level of achievement, as well as reviewing the concluded contracts and their follow-up mechanisms, the challenges and difficulties facing the implementation of some projects, and ways to address them in order to ensure their completion according to the specified timetables.

بوابت
الوسط
صوت ليبيا الدولي

الرقابة الإدارية تستعد لإيفاد 200 موظف للدراسة بالأكاديمية المصرية لمكافحة الفساد



تستعد هيئة الرقابة الإدارية لإيفاد 200 موظف لاستكمال دراساتهم العليا والحصول على درجة الماجستير التخصصي بالأكاديمية الوطنية لمكافحة الفساد في مصر، في إطار مساعيها لتطوير الكوادر الوطنية.



وعقد رئيس هيئة الرقابة الإدارية، عبدالله قادربوه، بمقر ديوان الهيئة في طرابلس، اليوم الأحد، اجتماعاً مع مدير عام الأكاديمية الوطنية للتدريب والتطوير، محمود عاشور خليفة؛ لبحث الشروع في تنفيذ برنامج الإيفاد.

- قادربوه والصور يناقشان ملف المحروقات وتمويل القطاع النفطي والعقود الإدارية
- اجتماع موسع بهيئة الرقابة الإدارية لبحث ملف الهجرة ومخاطر التوطين في ليبيا

عين ليبيا

هيئة الرقابة: ملتزمون بدعم الجهود العربية لـ«مكافحة الفساد»

شاركت هيئة الرقابة الإدارية في أعمال الاجتماع الثالث للجنة تسيير ومتابعة البرنامج الإقليمي للدول العربية (2023-2028)، الذي نظمته الأمانة العامة لجامعة الدول العربية ممثلة في إدارة الشؤون القانونية، بالتعاون مع المكتب الإقليمي للأمم المتحدة للشرق الأوسط وشمال أفريقيا المعني بالمخدرات والجريمة، خلال يومي 24 و25 يونيو 2026 في العاصمة المصرية القاهرة.

وبحسب بيان هيئة الرقابة الإدارية، شهد الاجتماع حضور ممثلي الهيئات الرقابية وأجهزة مكافحة الفساد والوزارات والجهات المختصة من 17 دولة عربية، إلى جانب ممثلين عن الأمانة العامة لجامعة الدول العربية، ومجلس وزراء الداخلية العرب، وجامعة نايف العربية للعلوم الأمنية، والشبكة الإقليمية لاسترداد الأصول بمنطقة الشرق الأوسط وشمال أفريقيا.



PRESS COVERAGE FOR MEDIATOR OF THE REPUBLIC OF SENEGAL



Médiation financière : l'OQSF récupère plus de 7 milliards FCFA au profit des usagers en 17 ans

À l'occasion de l'ouverture des premières Assises de la médiation et de l'éducation financières, organisées par Observatoire de la qualité des services financiers (OQSF), le coordonnateur de l'événement, Amadou Kane Diallo, a révélé que près de 5 000 saisines ont été enregistrées en dix-sept ans d'existence de l'institution, avec un taux de résolution de 90 % et plus de 7 milliards de FCFA récupérés au profit des usagers.

M. Kane a salué l'efficacité de ce mécanisme gratuit de règlement amiable des différends, tout en regrettant sa faible notoriété auprès du grand public. « Ces dispositifs sont extrêmement importants, parce qu'ils permettent de régler gratuitement et avec célérité les différends entre les usagers des services financiers et les institutions financières. Mais, ils ne sont pas encore connus comme ils devraient l'être », a-t-il regretté.

Prenant part à la rencontre, le médiateur de la république, Demba Kandji a insisté sur le rôle de la médiation dans le renforcement de la confiance des citoyens envers le système financier. De son côté, le magistrat Malick Lamotte a souligné l'importance des modes alternatifs de règlement des différends pour désengorger les tribunaux et préserver les relations entre les clients et les institutions financières.

Représentant le ministère de l'Économie, des Finances et du Plan, Modou Diouf a invité les banques, compagnies d'assurances, institutions de microfinance et opérateurs de monnaie électronique à considérer la médiation comme un levier d'amélioration de leurs services et de consolidation de la confiance des usagers. Selon lui, l'éducation financière et la médiation constituent deux piliers essentiels d'une inclusion financière durable.



Institutional cooperation: The Ombudsman of the Republic of Chad was received by his Senegalese counterpart in Dakar

While in the Senegalese capital, Ambassador Saleh KEBZABO, Mediator of the Republic of Chad, paid a courtesy visit to his Senegalese counterpart, Demba KANDJI, at the Mediation Office of the Republic of Senegal.

Warmly welcomed by the Senegalese Ombudsman and his team of about fifteen colleagues, the Chadian Ombudsman participated in a working session marked by constructive and fraternal exchanges. Discussions focused on the respective experiences of the two institutions, their role in consolidating the rule of law, and the mechanisms implemented to strengthen the protection of citizens' rights and improve relations between public administrations and the public.



The Sahel needs mediators capable of maintaining space for dialogue, according to Demba Kandji

Dakar, June 24 (APS) – Sahelian societies, tested by recurring security, political and social crises, need women and men capable of keeping the space for dialogue open, where everything pushes to close it, the mediator of the Republic argued on Tuesday in Dakar.

"You have chosen a difficult and necessary profession. Difficult because mediation works in uncertainty, without guarantee of success, often in the shadows. Necessary because African societies, particularly those in the Sahel, which have been tested, need women and men capable of keeping the space for dialogue open, where everything pushes to close it," said Demba Kandji.

He delivered the inaugural lecture of the University Diploma in "Mediation, social dialogue and conflict resolution in Africa", initiated by the University of Toulouse 1 Capitole, in partnership with the Amadou Mahtar Mbow African Community Institute of Management and Engineering, the Kocç Barma University of Saint-Louis.

This meeting took place in the main amphitheater of the Faculty of Medicine at Cheikh Anta Diop University of Dakar (UCAD) around the theme "Faced with recurring social, political and security crises in the Sahel, what mediation models can constitute effective tools for resolution?".

PRESS COVERAGE FOR INSPECTORATE GENERAL OF UGANDA

NEWVISION

Wealth declaration: IGG demands explanation from 61,570 public officers

A total of 61,570 public officers, who failed to declare their incomes, assets and liabilities by the April 30, 2026, deadline, have been directed to write to the Deputy Inspector General of Government (D/IGG) explaining their non-compliance.

The officers are required to state the reasons for their failure to declare and attach supporting evidence and submit their letters to the Inspectorate of Government (IG) headquarters in Kampala.

“We advise all public officers, who did not declare within the specified period to write to the Deputy Inspector General of Government and submit their letters to the Inspectorate of Government headquarters at Jubilee Insurance Building, Plot 14 Parliament Avenue, Kampala,” the Inspectorate stated in a statement issued today (June 10).



MONITOR

Govt drafts rules to recover assets from corrupt officials

The government has embarked on drafting the Anti-Corruption Confiscation and Recovery Rules that will regulate procedures for confiscating property belonging to persons convicted of corruption. The Anti-Corruption Act provides for prevention of corruption in both public and private sectors and mandates confiscation of property of persons convicted of corruption. Section 73 of the Act also empowers the Chief Justice to make rules regulating confiscation and recovery orders, but implementation has stalled due to existing gaps.

The Inter-Agency Forum Legal Task Force developed the draft Anti-Corruption (Confiscation and Recovery Orders) Rules, 2026, after the Chief Justice, in a letter dated May 17, 2024, gave permission. The task force was chaired by the Directorate of Ethics and Integrity and included other anti-corruption agencies, the Attorney General's Chambers, and Uganda Law Reform Commission. The draft will be submitted to the Judiciary Law Reform Committee.

Inspector General of Government Aisha Naluzze Batala said the prolonged absence of confiscation procedure rules had created a critical legal gap.

“The prolonged absence of confiscation procedure rules has left a critical legal gap in the implementation of the Act. So, without the court-approved procedures, the Chief Justice is mandated to prescribe, but no coherent framework has existed to govern the confiscation proceedings, the management and the disposal of confiscated property by receivers and administrators, or the distribution of the proceeds arising therefrom,” Batala said.

INSPECTORATE OF GOVERNMENT
Zero Tolerance to CorruptionOPM Commissioner, Six Others Arrested
Over Allegations Of Extortion

In a significant anti-corruption operation, the Inspectorate of Government has arrested Mr. Patrick Okello, the Commissioner for Refugee Management, together with five officers and a Pakistani national, over alleged involvement in extortion during the registration of refugees.

The other affected officers include; Mr. Asimwe Douglas, Assistant Commissioner Refugee Management, Mugabe Geoffrey, Senior Settlement Commandant, Ekwap Noel, Head Information Technology, Bweme Henry, Registration Officer, and Nadiope Arnold, Refugee Status Interviewing Officer, and Mr. Zafar Ahmad, a Pakistani.

The arrests underscore the government's continued efforts to combat corruption and uphold integrity in public service delivery.

The suspects are expected to assist investigators as inquiries into the alleged extortion network continue.

According to preliminary investigations, Mr. Zafar Ahmad is alleged to have served as a broker linking OPM officials to refugees, playing a central role in coordinating transactions that whistleblowers believe formed part of the extortion scheme.

The arrests were preceded by a search operation conducted by the IG investigators, during which critical documents were recovered to support the ongoing investigations.

The suspects have since recorded statements as part of the inquiry process, as investigators work to establish the full extent of the alleged misconduct.

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Contact Us



+92-51-9202438



secretary@oicoa.org



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



www.oicoa.org

