

THE OMBUDSMAN OBSERVER



INSIDE THIS ISSUE

- **Azerbaijan's Human Rights Ombudsman and OICOA Board Member, Hon'ble Sabina Aliyeva, Calls for Safer Digital Spaces for Women at Tashkent Conference**
- **Sindh Ombudsman Orders Financial and Management Audit of the Kulsum Bai Valika Hospital Amid HIV AIDS Outbreak Among the Children**
- **Ombudsman of the Kingdom of Bahrain Launches Online Service for Submitting and Tracking Complaints**
- **Hon'ble Ms. Ayesha Hamid to Host the 30th Anniversary Conference of Pakistan's Provincial Ombudsman of Punjab in Lahore**



Justice Dr. Asghar Jahangir Appointed as the President of GIO Iran and Vice President of OICOA

Justice Dr. Asghar Jahangir has been appointed President of the General Inspection Organization of the Islamic Republic of Iran by decree of the Head of the Judiciary of Iran. A senior judicial official, Justice Dr. Asghar Jahangir brings extensive experience in judicial oversight, prison administration and crime prevention.



Federal Ombudsman of Pakistan Hon'ble Mr. Naveed Kamran Baloch elected as the President of Forum of Pakistan Ombudsmen

Federal Ombudsman of Pakistan, OICOA Member and President of Asian Ombudsman Association, Hon'ble Mr. Naveed Kamran Baloch was unanimously elected as the President of Forum of Pakistan Ombudsman during the 33rd FPO Meeting held in Islamabad

TOP ACTIVITIES IN THIS ISSUE

- **Former Interior Minister of Türkiye and Director General of Security called on Türkiye's Chief Ombudsman and OICOA President, Hon'ble Mr. Mehmet Akarca**
- **Hon'ble Mr. Hazem Al-Majali Presents the Annual 2025 Report of JIAAC to the King of Jordan His Majesty King Abdullah II**
- **Uganda's Inspector General Advances Global Asset Tracing Partnerships at the Seventh Plenary Meeting of the Globe Network held in Vienna**
- **OICOA Secretariat Holds a Training Session on Institutionalization of Human Rights in collaboration with Professor Dr. Muharrem Kilic**
- **Federal Ombudsman of Pakistan's AI Vision Takes Justice To Doorsteps, Guarantees Swift Decisions Within 60 Days**





Table of Contents

01	THE PRESIDENT'S MESSAGE
02	THE SECRETARY GENERAL'S MESSAGE
03	FROM THE DESK OF EXECUTIVE SECRETARY
04	OICOA BOARD MEMBER ACTIVITIES
22	LEADERSHIP IN FOCUS
23	OICOA AFRICAN REGION ACTIVITIES
35	EVENTS & ENGAGEMENTS
37	OICOA ASIAN REGION ACTIVITIES
53	THROUGH THE LENS
76	PRESS COVERAGE

The Editorial Board

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Executive Secretary (OICOA)

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The President's Message

Dear Esteemed OICOA Members and Colleagues,

It is my pleasure to address you through the August and September 2026 issue of the OIC Ombudsman Association (OICOA) e-Newsletter.

Observed on 11 July, World Population Day is more than an occasion to changes in the world's population; it also serves as an important reminder of the importance of safeguarding fundamental rights for all, including access to a life consistent with human dignity, education, healthcare, a healthy environment, social justice, and equal opportunities. Today, rapidly changing demographic patterns, urbanization, migration, and digital transformation require public services to become more inclusive, accessible, and people-centered. Within this framework, Ombudsman institutions have an important responsibility to ensure effective access to legal remedies, promote public administration that acts in accordance with the principles of the rule of law, fairness, and good administration, and support equal access to public services for all segments of society.



The cooperation we carry out under the umbrella of the OICOA is one of the most important elements of this shared responsibility. Strengthening the exchange of knowledge and experience among our member institutions, disseminating good practices, and developing joint solutions not only enhance our institutional capacity but also contribute to improving the quality of the services we provide to our citizens.

As we move into the second half of the year, the importance of strengthening human rights, good administration, and the rule of law remains at the heart of our shared efforts. Rapid social, economic, and technological developments continue to shape the relationship between individuals and public institutions, making it increasingly important to ensure that public administration remains responsive, inclusive, transparent, and respectful of human dignity. In this context, Ombudsman Institutions have a vital role in safeguarding individual rights, promoting fairness, and strengthening trust between citizens and public authorities. Each of our Institutions, within its respective mandate, should ensure that the voices of individuals and vulnerable groups are heard, while also facilitating access to remedies, and promoting a culture of accountability and respect for human rights.

I would like to once again to thank all our Member Institutions for their valuable contributions, cooperation, and solidarity. I firmly believe that OICOA will continue to be an effective and respected platform that strengthens our common efforts to protect justice, human rights, and human dignity.

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 August and September 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.

At the outset, I would like to extend my heartiest congratulations to Justice Dr. Asghar Jahangir on his appointment as President of the General Inspection Organization of the Islamic Republic of Iran and, concurrently, as Vice President of the OIC Ombudsman Association, and to Mr. Naveed Kamran Baloch, Federal Ombudsman of Pakistan, on assuming the Presidency of the Forum of Pakistan Ombudsman. Both appointments are richly deserved and speak to the confidence placed in their leadership and experience. I wish them every success in these important responsibilities and look forward to their continued contribution to stronger cooperation among Ombudsman institutions.

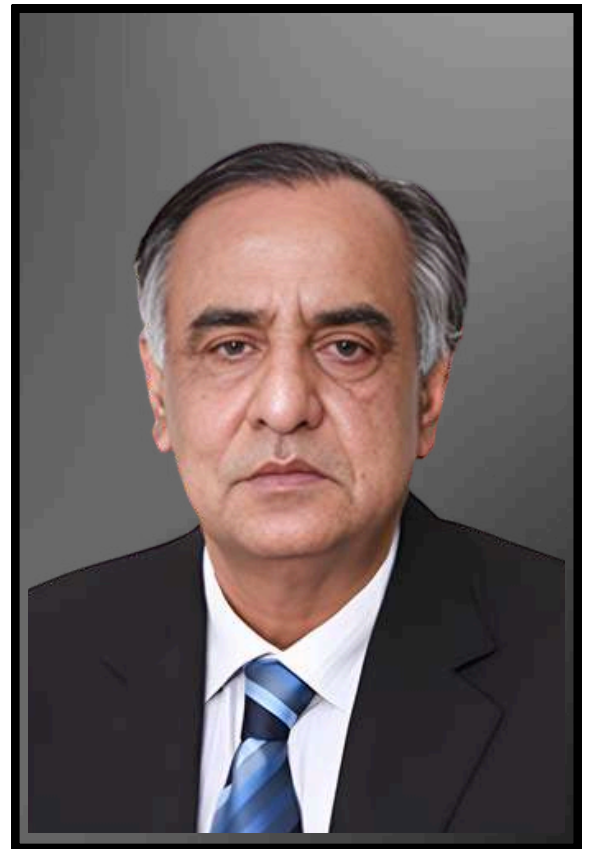
I was particularly pleased to see OICOA members taking an active part in the growing international discussion on digital governance and the responsible use of artificial intelligence. The Ombudsman Institutions of Türkiye and Azerbaijan brought important human rights perspectives to the recent ombudsman conference in Tashkent, while representatives from Ombudsman of Mozambique and Mediator of Djibouti joined specialised training in Namibia on digital case management, forensic investigation and the use of new technologies in oversight work. Their participation is highly important, because Ombudsman institutions should not merely adapt to technological change, but also help shape the principles by which it is used in public administration and grievance redressal of the citizens they serve.

Additionally, OICOA Members are also putting technology to practical use within their own institutions. The Ombudsman of Bahrain has introduced an online system for filing and tracking complaints, the Administrative Control Authority of Libya is supporting the digital modernisation of oversight in the medical supply sector, and the Federal Ombudsman of Pakistan is increasingly using AI and digital tools in complaint handling and public grievance redress. This is a subject close to my own work at the Federal Tax Ombudsman of Pakistan, where we are presently working to incorporate AI into our complaint-handling processes and, equally importantly, training our officers so that these tools are used with sound judgement, fairness and responsibility.

I draw inspiration from the work being undertaken by our worthy Members and look forward to OICOA's forthcoming initiative, agreed under the leadership of OICOA President Hon'ble Mr. Mehmet Akarca at the recently held 13th OICOA Board Meeting, to formulate guidelines for the ethical use of artificial intelligence. I look forward to the valuable input of all worthy OICOA Members in shaping this framework, which has now become a pressing need for institutions navigating an increasingly digital public sector.

I wish all our Members every success in fulfilling their important mandates and in continuing to serve their people with dedication and integrity.

With warmest regards



Zafar Hijazi

SECRETARY GENERAL (OICOA)
FEDERAL TAX OMBUDSMAN OF PAKISTAN

The Executive Secretary's Message

Distinguished OICOA Members and Worthy Ombudsmen & Ombudspersons,

The months of July and August have been quite happening for our Member Institutions, with notable work taking place across areas of oversight, public grievance redress, institutional development and international cooperation. It is a pleasure to bring these developments together in this edition of the OICOA E-Newsletter and to share with our members a glimpse of the work being carried out across the Association.

I am truly heartened to see our Member Institutions giving attention to matters that directly affect the dignity and well-being of people. I commend the Ombudsman of the Kingdom of Bahrain for reviewing measures to strengthen workplace equality and provide a more supportive environment for women employees. In the same spirit, I strongly endorse Hon'ble Ms. Sabina Aliyeva's call for stronger safeguards for children in the digital space, particularly through effective age restrictions, greater responsibility on the part of online service providers and stronger parental awareness. Both efforts address areas where timely attention by the Ombudsman institutions can make a meaningful and practical difference in people's everyday lives.



I also commend the General Inspection Organization of Iran for securing first place among judicial institutions of Iran in the national assessment of access to information. This distinction, achieved under the stewardship of the former President of GIO and Vice-President of OICOA, Hon'ble Dr. Zabiullah Khodaeiyan, is worthy of particular appreciation. By ensuring timely and accurate responses to requests for information, the GIO Iran has set a strong example of openness in public administration and of giving practical effect to citizens' fundamental right to know.

I was also pleased to note the presentation of annual reports by several of our Member Institutions to the highest offices of their respective countries. In Pakistan, the Federal Tax Ombudsman, the Federal Ombudsperson for Protection Against Harassment, the Banking Mohtasib and the Provincial Ombudsperson of Khyber Pakhtunkhwa presented the work and performance of their institutions to the country's senior leadership. Similar engagements by Hon'ble Mr. Demba Kandji, Mediator of the Republic of Senegal, and Hon'ble Mr. Hazem Al-Majali, Chairman of Jordan's Integrity and Anti-Corruption Commission were also undertaken. Such reporting is an important part of institutional accountability. It places achievements, challenges and recommendations before those in a position to support reform, while also ensuring that the work of oversight institutions remains visible at the highest level of government. I commend all these institutions for maintaining this important practice and for keeping public accountability firmly on the national agenda.

I also wish Hon'ble Ms. Ayesha Hamid, Ombudsman Punjab, every success for the forthcoming 30th Anniversary International Conference of the Office of the Ombudsman Punjab. Three decades of service is a proud institutional milestone, and I hope this landmark gathering will not only celebrate the Office's journey, but also provide a valuable occasion for Ombudsman institutions from across the world to exchange experience and strengthen cooperation. I am also grateful to Hon'ble Professor Dr. Muharrem Kılıç, Chief Advisor to the Minister of Justice of Türkiye for lending his invaluable expertise to OICOA by leading the training session on "Institutionalization of Human Rights," a subject of lasting importance for strengthening the capacity of public institutions to protect and promote human rights.

I extend my best wishes to all our Members in fulfilling their important mandates and look forward to the many promising activities and initiatives that lie ahead in the coming months.

With profound regards,

Almas Ali Jovindah
EXECUTIVE SECRETARY (OICOA)



OMBUDSMAN INSTITUTION OF TURKIYE

OICOA President and Chief Ombudsman of Türkiye, Hon'ble Mr. Mehmet Akarca Enters into Academic Partnership with the Ankara Yıldırım Beyazıt University

Prof. Dr. Neslihan Karataş Durmuş, Dean of the Faculty of Law at Ankara Yıldırım Beyazıt University, recently held an official meeting with Türkiye's Chief Public Ombudsman and OICOA President, Hon'ble Mr. Mehmet Akarca. The visit concluded with both parties reaching a mutual agreement to expand collaborative efforts between the Ankara Yıldırım Beyazıt University and the Ombudsman's office.

The agreement lays the groundwork for a stronger working relationship that bridges academic legal studies and the practical administration of public justice. Discussions during the visit centered on the broad benefits of aligning the university's legal research capabilities with the real-world operational challenges of resolving citizen complaints against state agencies.



Former Interior Minister of Türkiye and Director General of Security called on Türkiye's Chief Ombudsman and OICOA President, Hon'ble Mr. Mehmet Akarca



Chief Ombudsman of Türkiye and OICOA President, Hon'ble Mr. Mehmet Akarca recently welcomed former Minister of Interior Mr. Osman Güneş and former Director General of Security Mr. Celalettin Lekesiz to the Ombudsman Institution of Türkiye headquarters in Ankara. Public Ombudsman, Mr. Şerif Yılmaz was also in attendance.

The discussions centered on the evolving landscape of public administration, security, and citizen rights. Given the extensive background of both guests in internal security and state management, the meeting provided a forum to discuss historical and current challenges in addressing public grievances related to law enforcement and state operations.

The officials reviewed the ongoing work of the Ombudsman Institution in strengthening administrative justice across various state departments. The visit concluded with mutual expressions of goodwill and a shared emphasis on the continued importance of strong, accountable institutions that serve the public interest.

Ombudsman of Türkiye Mr. Şerif Yılmaz and Secretary General of the Ombudsman Institution of Türkiye Mr. Mehmet Doğan Participated in the Conference Titled “Human Rights in the Context of Digital Transformation: Contemporary Approaches”



Ombudsman of Türkiye Şerif Yılmaz and Secretary General of the Ombudsman Institution of Türkiye Mehmet Doğan participated in the conference “Human Rights in the Context of Digital Transformation: Contemporary Approaches,” hosted by Uzbekistan’s Ombudsman, Feruza Eshmatova, on 21–22 August 2026.

Mr. Yılmaz spoke during a session on protecting young people’s rights amid digital transformation, with a focus on internet safety, cyberbullying and personal data protection. He described digital transformation as one of the fastest and most far-reaching processes of change in human history, noting how internet, artificial intelligence and mobile technologies have become part of everyday life.

He emphasized that protecting people’s rights in the digital environment is a shared responsibility of governments, technology companies, educators, parents and Ombudsman institutions. He also underscored the need for international cooperation and timely action to address emerging digital challenges.

During their working visit to Uzbekistan, Ombudsman Mr. Şerif Yılmaz, together with the heads of the other delegations participating in the international conference, paid official visits to Ms. Tanzila Kamalovna Narbaeva, Chairperson of the Senate of the Oliy Majlis; Mr. Nuriddin Ismailov, Speaker of the Legislative Chamber of the Oliy Majlis and Mr. Mirzo Ulugbek Abdusalamov, Chairperson of the Constitutional Court of Uzbekistan.



Turkish Ombudsman of Children Rights, Hon’ble Ms. Fatma Benli Yalçın, Participated in the Meeting of the Parliamentary Inquiry Committee

Turkish Ombudsman for Children’s Rights, Hon’ble Ms. Fatma Benli Yalçın, participated in the meeting of the Grand National Assembly of Türkiye (GNAT) Inquiry Committee on School Incidents in Şanlıurfa and Kahramanmaraş and Digital Risks on 10 August 2026. As the first institution for seeking legal remedies to receive direct applications from children, the Ombudsman Institution of Türkiye shared with the Committee its key findings and recommendations regarding digital risks and school incidents. These proposed measures are designed to assist the parliamentary committee in drafting stronger, more effective legal safeguards to protect minors both in classrooms and online.



President of OICOA and Chief Ombudsman of Türkiye, Hon'ble Mr. Mehmet Akarca, Paid a Return Visit to the Ambassador of the Republic of Bulgaria to Türkiye, H.E. Mr. Anguel Tcholakov



President of OICOA and Chief Ombudsman of Türkiye, Hon'ble Mr. Mehmet Akarca, paid a return visit to the Ambassador of the Republic of Bulgaria to Türkiye, H.E. Mr. Anguel Tcholakov, on 17th July 2026. During the visit, issues of mutual interest were discussed, and views were exchanged on further expanding cooperation.

President of OICOA and Chief Ombudsman of Türkiye, Hon'ble Mr. Mehmet Akarca, Paid a Return Visit to the Ambassador of Mexico to Türkiye, H.E. Mr. Francisco Javier Díaz de León



President of OICOA and Chief Ombudsman of Türkiye, Hon'ble Mr. Mehmet Akarca, paid a return visit to the Ambassador of Mexico to Ankara, H.E. Mr. Francisco Javier Díaz de León, on 21 July 2026. During the meeting, bilateral relations were discussed, and the importance of further strengthening institutional dialogue and cooperation was emphasized.

Students from Başkent University Successfully Completed Their Educational Internship Orientation Program at the Ombudsman Institution of Türkiye



Students from Başkent University successfully completed their training at the Ombudsman Institution of Türkiye (an OICOA Member Institution) under the Educational Internship Orientation Program on 3rd July 2026. The students were awarded certificates by the Secretary General of the Ombudsman Institution Hon'ble Mr. Mehmet Doğan, in recognition of their participation.

Throughout the program, the students gained comprehensive knowledge of the structure, mandate, and functioning of the Ombudsman Institution as a constitutional institution affiliated with the GNAT. They also had the opportunity to closely observe the work carried out by the Ombudsmen and their respective units, while becoming familiar with the Institution's role in protecting citizens' rights and promoting good administration. As part of the program, the students also visited the GNAT, where they toured the Parliament and observed its facilities.

Joint Committee of the GNAT Held a Meeting with Representatives of Institutions with High Compliance Rates with the Recommendations Issued by the Ombudsman Institution of Türkiye



The Joint Committee, composed of members of the Petition Committee and the Human Rights Inquiry Committee of the Grand National Assembly of Türkiye (GNAT), held a meeting on 1 July 2026 with senior representatives of public institutions that demonstrate high compliance with the recommendations of the Ombudsman Institution.

Ombudsmen of Türkiye Mr. Ertunç Erkan Balta, Mr. Abdullah Cengiz Makas, Mr. Özcan Yıldız, and Mr. Şerif Yılmaz also attended the meeting. Participants discussed the measures taken to implement the recommendations of the Ombudsman Institution, as well as the progress achieved throughout the implementation process. The discussions highlighted the importance of cooperation among public institutions in ensuring the effective implementation of the Institution's decisions and further strengthening the principles of good administration.

At the end of the meeting, plaques were presented to the senior representatives of the institutions in recognition of their high level of compliance with the recommendations of the Ombudsman Institution.



HUMAN RIGHTS COMMISSIONER OF AZERBAIJAN

Azerbaijan's Human Rights Ombudsman and OICOA Board Member, Hon'ble Sabina Aliyeva, Calls for Safer Digital Spaces for Women at Tashkent Conference

Human Rights Commissioner (Ombudsman) of Azerbaijan and OICOA Board Member, Hon'ble Ms. Sabina Aliyeva, called for stronger protection of women's rights online at an international conference on human rights and digital transformation in Tashkent, Uzbekistan. Speaking at a panel on women's rights and gender equality in the digital world, she said states should make online safety a priority and that ombudsman institutions have a role in promoting the responsible use of artificial intelligence.

Ms. Aliyeva said digital technology has widened women's access to education, business opportunities and public services. Online platforms, she added, can help women facing social or physical barriers take a more active part in public life. She stressed that advances in artificial intelligence must also take account of gender equality and human rights.



At a separate conference event on women's leadership in decision-making, Aliyeva called for practical measures to give women an equal voice. She said their experiences and perspectives could help make public decisions more responsive to people's needs. During the visit, Aliyeva also met officials at Uzbekistan's Senate, Legislative Chamber and Constitutional Court. Their discussions covered cooperation between ombudsman, parliamentary and judicial institutions, as well as the exchange of experience in protecting rights and upholding the rule of law.



Azerbaijan's Ombudsman of Human Rights and OICOA Board Member, Hon'ble Ms. Sabina Aliyeva Issues Statement After Landmine Injures Demining Worker in Khojavend

A worker from a private company was injured by an anti-personnel mine during a humanitarian demining operation in Azerbaijan's Khojavend district. Human Rights Ombudsman of Azerbaijan and OICOA Board Member, Hon'ble Ms. Sabina Aliyeva expressed concern over the incident in her statement on the continuing danger posed by landmines.

Ms. Aliyeva said mine explosions threaten people's lives and health and prevent former internally displaced persons from returning safely to their homes. She described the danger as a human rights concern as well as a public safety issue. The Ombudsman called on the international community and relevant organisations to increase technical, financial and expert support for Azerbaijan's demining work. Clearing mines, she said, is essential to protecting residents and allowing affected areas to be rebuilt and resettled safely.



Hon'ble Sabina Aliyeva Calls for Stronger Online Safeguards Following Complaints of Child Impersonation

Azerbaijan's Human Rights Ombudsman and OICOA Board Member, Hon'ble Ms. Sabina Aliyeva, has called for stronger protection of children online following complaints about fake social media accounts created in their names. In an interview with *Azərbaycan müəllimi*, published on 21st July 2026, she described cases involving the misuse of children's personal information, photographs and videos, alongside threats and harassment.

Ms. Aliyeva said her Office investigates these complaints and refers enquiries to the relevant authorities for action. She identified ineffective age restrictions, inadequate supervision and gaps in personal data protection as weaknesses exposing children to harm on digital platforms. The Ombudsman advocated enforceable age restrictions, more effective regulation of service providers and appropriate sanctions. She said her Office had submitted proposals for legislative improvements and was conducting training for children and parents, supported by a public awareness video on digital safety.



The Human Rights Ombudsman also stressed the importance of parental involvement grounded in trust and regular communication. Parents, she said, should remain informed about their children's online activities, monitor the suitability of the content they encounter and maintain contact with schools about their education, behaviour and development.

Ms. Sabina Aliyeva also addressed the institution's wider child protection mandate, referring to the Law on the Rights of the Child adopted on 3 March 2026. She said the legislation formally recognises the Ombudsman's role as an independent mechanism for monitoring and promoting implementation of the UN Convention on the Rights of the Child, strengthening the institution's oversight responsibilities.

Discussing children in detention, she outlined regular monitoring visits, legal awareness sessions and activities supporting their eventual reintegration into society. She also drew attention to the Ombudsman's proposal for a legal mechanism enabling people serving prison sentences to sit university entrance examinations, providing a route to further education while in custody.

Human Rights Commission (Ombudsman) of Azerbaijan Conducts Legal Awareness Session on Torture Prevention in Ganja



Ganja şəhəri,
2 sayılı İstintaq Təcridxanası

**Ombudsmanın Milli Preventiv
Mexanizm mandatı çərçivəsində
hüquqi-maarifləndirici tədbir keçirilib.**



AZƏRBAYCAN RESPUBLİKASININ
İNSAN HÜQUQLARI ÜZRƏ
MÜVƏKKİLİ (OMBUDSMAN)

The Western Regional Centre of Azerbaijan's Human Rights Commissioner (Ombudsman) Office held a legal awareness session for detainees at Pretrial Detention Centre No. 2 in Ganja. The session focused on the Ombudsman's National Preventive Mechanism (NPM) mandate and its role in preventing torture in places of detention.

Sabuhi Abbasov, head of the Regional Centre, explained the scope of the NPM mandate and the Ombudsman's work concerning people in custody, including accused persons and convicted prisoners. Participants received detailed information about the ways they can approach the Ombudsman, including through the "916" Call Centre. Abbasov also answered their questions about the matters covered during the session.

Following the session, individuals wishing to approach the Ombudsman were received in separate, confidential consultations. These meetings allowed detainees to present their concerns directly to the institution's representatives, and their submissions were accepted for examination.

Azerbaijan's Ombudsman Office Holds Human Rights Awareness Session for Volunteers in ASAN Service Centre

The Southern Regional Centre of Azerbaijan's Ombudsman Office organised a legal awareness session for volunteers of the Masalli Regional ASAN Service Centre. Held under the theme "Strengthening Young People's Legal Awareness and Knowledge of Human Rights," the event introduced participants to human rights protection in Azerbaijan and the work of the Ombudsman Institution.

Regional Centre Head Ziya Ismayilov addressed reforms undertaken in the country's human rights sector and presented an overview of the Ombudsman's activities in protecting fundamental rights and freedoms. His presentation covered the institution's various areas of work, providing the young volunteers with a fuller understanding of its responsibilities.



Office of the Human Rights Commissioner (Ombudsman) of Azerbaijan Inspects State Tax Service Detention Facility



Members of Azerbaijan's National Preventive Group conducted a scheduled monitoring visit to the temporary detention facility of the State Tax Service's Main Department for the Preliminary Investigation of Tax Crimes, under the Ministry of Economy. The visit formed part of the Ombudsman's activities under the National Preventive Mechanism.

The inspection focused on detention conditions, the treatment of persons in custody and the protection of their rights. It was conducted in accordance with national legislation and the Optional Protocol to the UN Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment. During the visit, the team inspected cells, the medical room, dining facilities, prayer room, exercise area and visiting room. Members also examined the facility's records and documentation as part of their assessment. At the conclusion of the visit, the team briefed the facility's management and staff on relevant legal requirements. Recommendations were issued to further improve detention conditions and record-keeping in accordance with the law.



OMBUDSMAN OF THE KINGDOM OF BAHRAIN

Secretary General of the Bahrain Ombudsman and OICOA Board Member Hon'ble Ghada Hameed Participates in International Workshop on Independent Investigations

Secretary-General of the Ombudsman of the Kingdom of Bahrain and OICOA Board Member, Hon'ble Ms. Ghada Hameed Habib, participated in a virtual international workshop on 7th July 2026. Organised by the Prisons and Probation Ombudsman (PPO) in coordination with the British Embassy in Manama, the workshop brought together representatives from Bahrain, New Zealand and Northern Ireland.

Participants exchanged experience and reviewed international practices in oversight, independent investigations and the protection of human rights within criminal justice systems and places of detention. Discussions also addressed the development of technical and legal expertise among participating institutions.



Ombudsman of the Kingdom of Bahrain Launches Online Service for Submitting and Tracking Complaints



Bahrain's Office of the Ombudsman has launched an electronic complaints service in cooperation with the Information and eGovernment Authority. Announced on 27 July 2026, the service allows citizens and residents to submit complaints through Bahrain's national portal and track their progress electronically.

Secretary-General of the Ombudsman and OICOA Board Member, Hon'ble Ms. Ghada Hameed Habib said the service would expand public access, simplify procedures and improve efficiency while protecting complainants' privacy and personal information. In subsequent coverage, Hamad Salman Taqi, Chair of the Ombudsman Office's Information Technology Committee, explained that users could submit and follow up on complaints without attending the Office in person in most cases.

Ombudsman Office of the Kingdom of Bahrain Reviews Measures to Strengthen Workplace Equality

The Equal Opportunities Committee of Bahrain's Office of the Ombudsman reviewed measures to promote gender balance and improve the working environment for female employees. This session was held under the directions of OICOA Board Member, Hon'ble Ms. Ghada Hameed.

Chaired by Shaikh Mohammed bin Ali Al Khalifa, Director of International Cooperation and Development, the meeting examined progress in implementing previous recommendations and decisions. Members also reviewed performance indicators and considered ways to improve their effectiveness. Discussions covered future workplace initiatives and closer coordination among departments to support professional development, improve services for employees and uphold equal opportunities across the Office.





GENERAL INSPECTION ORGANIZATION OF ISLAMIC REPUBLIC OF IRAN

Justice Dr. Asghar Jahangir Appointed President of Iran's General Inspection Organization



Justice Dr. Asghar Jahangir has been appointed President of the General Inspection Organization of the Islamic Republic of Iran by decree of the Head of the Judiciary of Iran. He has also assumed office as Vice President of OIC Ombudsman Association.

A senior judicial official, Justice Dr. Asghar Jahangir brings extensive experience in judicial oversight, prison administration and crime prevention. His previous appointments include Justice of the Supreme Court, Acting Head of the Prosecutor's Office for Government Employees, Adviser to the Head of the Judiciary and Head of the Judiciary's Special Inspection Office. He has also headed Iran's Prisons and Security and Corrective Measures Organization and served as Deputy for Social Affairs and Crime Prevention of the Judiciary and as its Spokesman. These responsibilities have placed him at the centre of judicial administration and supervisory work throughout his career.

Justice Dr. Jahangir combines his judicial career with academic work in law and management. He studied Criminal Law and Criminology at the University of Tehran and holds a doctorate in Strategic Management. His academic appointments have included visiting lectureships at the University of Judicial Sciences and Administrative Services, Kharazmi University, Shahid Motahari University and the Supreme National Defense University. He has also authored academic works and contributed to scientific and professional conferences.

The OICOA Secretariat extended its congratulations to Justice Dr. Asghar Jahangir on his appointment and welcomed him to the OIC Ombudsman Association's leadership as its Vice President. With his distinct blend of academic insight and frontline judicial experience, Justice Jahangir is well-positioned to drive the Association's upcoming initiatives. The Secretariat looks forward to utilizing his deep expertise in administrative justice to initiate more focused dialogues on modernizing ombud institutions, with the immediate goal of facilitating better complaint-handling practices and bilateral exchanges among OIC member institutions.

General Inspection Organization of Iran Leads the Transparency Board by Ranking First in Access to Information

The General Inspection Organization of the Islamic Republic of Iran (GIO) has secured first place among 24 judicial institutions for its performance on the national system for the publication of and free access to information. The achievement, reported on 1st July 2026, recognizes the organization's performance in responding to public requests for information.

The assessment covered the Iranian year 1404 (2025–2026) and examined three key indicators: the number of information requests, the percentage of requests answered and the average response time. GIO achieved the highest score among the judicial bodies assessed, with the findings highlighting both its responsiveness and the timely provision of information.

The results were presented in a report by the Minister of Culture and Islamic Guidance and the head of the Commission for Free Access to Information. The report also highlighted the accuracy of GIO's responses, linking its performance to efforts to strengthen transparency and protect citizens' rights. The OICOA Secretariat extended its congratulations to Justice Dr. Asghar Jahangir on his appointment and welcomed him to the OIC Ombudsman Association's leadership as its Vice President.



General Inspection Organization of Iran Intervenes for Strategic Recovery and Stabilizing Banking Infrastructure Following Cyber Breach of Four Major Banks

The General Inspection Organization of the Islamic Republic of Iran convened a high level meeting to investigate the effects of a recent cyberattack targeting the infrastructure of four major financial institutions: Bank Melli, Tejarat, Saderat, and Tose'e Saderat.

The meeting focused directly on assessing the operational fallout and coordinating a recovery strategy. Bank CEOs and relevant technical officials briefed the Organization with situational reports detailing the immediate countermeasures taken following the breach. Discussions centered heavily on the current operational status of the affected banking systems and the technical procedures actively underway to restore compromised services. During the session, officials established projected timelines for returning the banking networks to full stability. The Deputy for Economic Oversight and Inspection reiterated that the Organization's immediate priority is to assist these institutions in expediting their recovery processes, minimizing public disruption, and identifying structural solutions to prevent future vulnerabilities.



Iran's General Inspection Organization Oversees Clearance of €20 Billion in Foreign Exchange Commitments

Justice Dr. Zabihullah Khodaian, former Head of the General Inspection Organization (GIO) of Iran and former Vice-President of OICOA, announced the successful resolution of nearly €20 billion in unfulfilled foreign exchange commitments. This massive financial clearance follows the establishment of a Special Judicial Panel, directed by the Head of the Judiciary and led by the GIO, tasked with strictly auditing the cycle of national oil sales, import-export currency flows, and financial broker operations. The dedicated task force was formed to expedite investigations into currency market irregularities and hold both private entities and state administrative bodies accountable for systemic transparency failures.



Initial audits of Central Bank data uncovered widespread administrative discrepancies, with initial reports implicating numerous entities in failing to repatriate billions of euros. A primary focus was placed on €28.8 billion tied to state-owned companies affiliated with the Ministry of Petroleum. Through rigorous cross-examination of 40,000 customs declarations over five months, the GIO clarified that a significant portion of this discrepancy stemmed from administrative misclassification at customs rather than misappropriation. The panel's transparency measures successfully verified nearly €26 billion of these state-sector funds, confirming the capital was properly utilized for authorized imports or infrastructure development.

For private and semi-state actors who failed to comply with repatriation rules, the judiciary has initiated strict legal enforcement. Over 200 major entities holding roughly €23.5 billion in unfulfilled commitments have been formally referred for prosecution, alongside thousands of mid-level cases currently undergoing active legal processing. This coordinated judicial pressure has rapidly compelled exporters to settle outstanding balances through the national exchange center and authorized banking channels, marking a significant milestone in the GIO's ongoing mandate to enforce economic stability and institutional accountability.

General Inspection Organization Intervenes Over Severe Airline Delays During Arbaeen Pilgrimage

Following a severe disruption to a Tehran-Najaf Iran Air flight that left passengers stranded for over nine hours, Iran's General Inspection Organization (GIO) has issued a formal warning to national aviation authorities. The GIO's Inspector General for Roads and Urban Development Affairs directed the warning to the Deputy Minister of Roads and the Head of the Civil Aviation Organization, demanding immediate accountability for the logistical failure that occurred after passengers had already received boarding passes and checked their luggage.

Preliminary investigations by the GIO revealed that the extensive delay stemmed from a critical lack of coordination between the Civil Aviation Organization and Mehrabad Airport officials regarding the issuance of necessary flight permits. Ashkan Mirmohammadi, the GIO spokesperson, highlighted that this administrative bottleneck is entirely unacceptable as it coincides with the critical Arbaeen pilgrimage flight operations. The GIO noted that despite prior planning to facilitate pilgrim travel, flight permits for several other airlines have not yet been finalized, threatening further widespread disruptions.

In response to these systemic delays, the GIO has invoked its statutory oversight authority to mandate urgent corrective action. The Civil Aviation Organization has been instructed to immediately resolve inter-agency coordination issues and finalize all pending flight permits strictly in accordance with the actual operational capacities of the airlines and airports. Aviation authorities are required to promptly submit a comprehensive report to the GIO detailing the steps taken to rectify these failures and ensure seamless service delivery for the remainder of the pilgrimage season.

Iran's General Inspection Organization Calls for Immediate Action on Backlog of Over One Million Family Loan Applications

The General Inspection Organization (GIO) of Iran, has criticized the severe delays in disbursing statutory marriage and family loans, calling the current administrative bottleneck unacceptable. Recent oversight data shows that over 1.1 million applicants are currently stuck on waiting lists, comprising 614,000 individuals seeking marriage loans and 515,000 applying for childbearing support. Former head of the GIO Iran, Hon'ble Justice Dr. Zabiullah Khodaeiyan stressed that these funds are essential for young couples navigating current economic pressures, and he called on the Central Bank to strictly enforce the lending quotas assigned to domestic banks.



The GIO directly linked this lending shortfall to the banking sector's failure to liquidate surplus real estate and divest from non-core business activities. Although a statutory deadline requiring banks to sell off these assets expired more than six years ago, the volume of surplus holdings at several financial institutions has actually increased. Khodaian noted that between 2023 and 2025, the banking network divested only a minimal fraction of its surplus properties, a figure the organization deemed highly insufficient and detrimental to national credit availability.

To resolve the liquidity issue, the GIO directed financial institutions to prioritize the sale of their surplus assets alongside the recovery of non-performing loans. Liquidating these tied-up resources will allow banks to meet their legal obligations regarding family support facilities and inject necessary capital into the production sector. The Organization is actively monitoring banking compliance with the latest asset disposal regulations to ensure institutions fulfill their statutory public service duties without further delay.



FEDERAL TAX OMBUDSMAN OF PAKISTAN

Secretary General OICOA, Hon'ble Mr. Zafar Hijazi, chairs the 33rd Forum of Pakistan Ombudsman Meeting held at the Federal Tax Ombudsman Secretariat

The 33rd meeting of the Forum of Pakistan Ombudsman (FPO) was convened in a hybrid format under the chairmanship of Hon'ble Mr. Zafar Hijazi, President of the FPO, Federal Tax Ombudsman of Pakistan, and Secretary General of the OIC Ombudsman Association (OICOA). The meeting brought together all 14 Federal and Provincial Ombudsmen and Ombudspersons of Pakistan, including OICOA Members from Pakistan.

The meeting was attended in-person by Hon'ble Ms. Fauzia Viqar, Federal Ombudsperson for Protection Against Harassment and Chair of the OICOA Subcommittee on Women's Rights, alongside Hon'ble Mr. Sirajuddin Aziz (Federal Banking Ombudsman); Hon'ble Justice (Retd.) Shahnawaz Tariq (Sindh Ombudsman for Protection Against Harassment); Hon'ble Dr. Najma Afzal Khan (Provincial Ombudsperson of Punjab);, and Hon'ble Mr. Arif Khan Rathore (Ombudsman of AJ&K). Virtual participants included Hon'ble Mr. Muhammad Sohail Rajput (Provincial Ombudsman of Sindh), Hon'ble Ms. Ayesha Hamid (Provincial Ombudsman of Punjab), Hon'ble Mr. Muttahir Zeb (Ombudsman of KPK), Hon'ble Ms. Rubab Mehdi (Ombudsperson of KPK), and Mr. Syed Asif Hussain Shah (Senior Advisor), who represented the Federal Ombudsman of Pakistan.



During the proceedings, FPO Members broadly endorsed Mr. Hijazi's proposals to modernize and expand the FPO's administrative framework in line with international best practices. The Members also agreed to prioritize consensus and mutual consultation as the primary method for selecting office-bearers and approved the expansion of the executive structure to include First and Second Vice Presidents.

Additionally, the Forum finalized plans to operationalize Honorary Life Memberships, ensuring that the institution continues to benefit from the vital experience of former ombudsmen. Driven by Mr. Hijazi's vision for cohesive governance, the FPO Members unanimously approved a comprehensive comparative study of the statutory frameworks governing all 14 federal and provincial ombudsman institutions to effectively harmonize laws and procedures across Pakistan. Hon'ble Mr. Zafar Hijazi also called for launching an initiative to enhance public outreach by utilizing the existing geographical network of FPO Member institutions to establish shared facilitation desks, thereby improving citizen access to grievance redress mechanisms via ombuds offices, across Pakistan.





Hon'ble Mr. Zafar Hijazi Presents the 2025 Annual Report of the Federal Tax Ombudsman of Pakistan to President Asif Ali Zardari

Federal Tax Ombudsman of Pakistan and OICOA Secretary General, Hon'ble Zafar Hijazi presented the FTO's Annual Report 2025 to President of Pakistan, H.E. Asif Ali Zardari at Aiwan-e-Sadr, showcasing a record-breaking year for tax justice in Pakistan.

The comprehensive report detailed a major leap in institutional performance, highlighted by a massive surge in public trust and administrative efficiency. During 2025, the FTO registered 37,160 fresh complaints, a sharp increase from the 13,506 recorded in 2024, and successfully resolved 35,830 cases, ensuring faster and fairer grievance redressal for citizens nationwide.

In 2025, the operational success of the FTO translated into significant financial relief for taxpayers, with Rs 13.17 billion in refunds decided and actively disbursed over the course of 2025. The institution's legal soundness and decision-making accuracy were also notably reinforced; out of 1,802 presidential representations filed against the FTO's rulings, only 24 were set aside. This momentum has accelerated further into 2026, with 15,361 new complaints already registered and 15,237 swiftly disposed of, facilitating an unprecedented Rs 33.2 billion in taxpayer refunds so far this year. Reviewing the extensive data of the Annual Report, President Asif Ali Zardari praised the Federal Tax Ombudsman's exceptional performance and the rapid pace of dispute resolution under Mr. Hijazi's leadership.

The President commended the institution's concrete commitment to protecting the rights of taxpayers and stressed the importance of sustaining this efficiency to foster a more transparent, accountable, and equitable national tax administration.



Former Federal Tax Ombudsman of Pakistan Mr. Mushtaq Sukhera Called on the OICOA Secretary General Hon'ble Mr. Zafar Hijazi

Former Federal Tax Ombudsman of Pakistan and former Secretary General of the OIC Ombudsman Association (OICOA), Hon'ble Mr. Mushtaq Ahmed Sukhera, called on the incumbent Secretary General OICOA and Federal Tax Ombudsman, Hon'ble Mr. Zafar Hijazi, at the OICOA Secretariat in Islamabad. The meeting facilitated a direct exchange of institutional experience between two key leaders associated with Pakistan's tax administration and the broader regional ombudsman network.

The meeting was also attended by Mr. Almas Ali Jovindah, Executive Secretary of OICOA. Discussions between the officials centered on matters of mutual interest, specifically practical approaches to modernizing taxpayer grievance redressal and ensuring continuity in the administrative frameworks established during their respective tenures.



Hon'ble Zafar Hijazi Stresses on the Importance of Taxpayer Facilitation at Joint Tax Bar Summer Camp

Federal Tax Ombudsman of Pakistan and Secretary General OICOA, Hon'ble Mr. Zafar Hijazi participated as the Chief Guest at the Pakistan Tax Bar Association Summer Camp 2026, held at the Serena Hotel in Islamabad. The event was jointly organized by the Pakistan Tax Bar Association and the Lahore Tax Bar Association, bringing together leading tax professionals, legal experts, and administrative stakeholders.

In his address, Mr. Hijazi focused on the practical necessity of strengthening the operational alliance between national tax institutions and the legal fraternity. He stressed that transparent grievance redressal and effective taxpayer facilitation rely heavily on continuous capacity-building and direct, constructive engagement between regulators and practitioners to build a more efficient tax system in Pakistan.

The sessions throughout the camp provided a critical platform for stakeholders to examine recent legislative developments, evaluate administrative bottlenecks, and discuss practical improvements to the country's tax dispute resolution mechanisms.

Federal Tax Ombudsman Rules that FBR's IRIS Software Limitations Cannot Deny Taxpayers Their Legal Rights

The Federal Tax Ombudsman (FTO) has firmly ruled that the Federal Board of Revenue (FBR) cannot use technical glitches within its IRIS software as an excuse to deny taxpayers their lawful rights. The ruling was issued after the FBR failed to facilitate a legally approved tax return revision on the IRIS portal, an oversight the FTO officially classified as maladministration. Emphasizing that digital platforms must align with the law, the FTO directed the FBR to immediately implement corrective measures through PRAL to fix the system constraints.

The directive stems from a complaint filed by a regular taxpayer who had invested in an Approved Pension Fund, making him legally eligible for a tax credit under Section 63 of the Income Tax Ordinance, 2001. However, during the filing for Tax Year 2025, system constraints on the IRIS portal blocked the claim, forcing the individual to deposit Rs. 217,188 to avoid penalties. The issue was further complicated when IRIS failed to automatically factor in a Section 4AB surcharge for taxable incomes exceeding Rs. 10 million into the credit calculation. Even after the taxpayer secured formal approval from the Commissioner Inland Revenue to file a revised return, the IRIS portal persistently refused to process the legitimate credit.

In its decisive ruling, the FTO noted there was no dispute regarding the taxpayer's entitlement or the validity of the Commissioner's approval. The Ombudsman stated that forcing a citizen into potential litigation or financial penalty simply because the FBR's computer system is inflexible reflects severe administrative inefficiency. To resolve the issue, the FTO has directed the FBR's Director General of IT to coordinate directly with PRAL to immediately remove the system blocks, ensuring the complainant can successfully revise his 2025 return and receive his admissible legal credit.





MEDIATOR OF THE KINGDOM OF MOROCCO

Mediator of the Kingdom of Morocco, Hon'ble Mr. Hssan Tariq Stresses the Need for Social Sciences in Institutional Governance



OICOA Board Member and Mediator of Morocco, Hon'ble Mr. Hassan Tariq, received a delegation of students from the Master's program in Law, Society, and Gender at the Faculty of Letters and Human Sciences in Rabat. The students were accompanied by Mr. Jamal Faza, a professor of sociology and anthropology at the faculty. The field visit was organized as part of the institution's ongoing initiative to foster stronger ties with the academic community.

In his opening remarks, Mr. Tariq emphasized the urgent need for governance bodies to continually update their analytical frameworks by closely tracking developments in the social sciences. He noted that for the institution to act as an effective institutional player in public dialogue, policy suggestion, and consultation, it must possess a deep understanding of ongoing social transformations. This, he explained, is best achieved through "action research" that intersects directly with the academic knowledge produced by Moroccan universities.

Hon'ble Mr. Hassan Tariq further stressed that transitioning the institution's role from merely providing protection to actively shaping governance requires developing new analytical tools. This shift means moving beyond simply monitoring individual grievances and towards acquiring a structural understanding of administrative imbalances. He highlighted that administrative behavior is not solely a legal phenomenon; the complex relationship between the administration and citizens is deeply embedded within broader cultural, societal, and political shifts that require cross-disciplinary, scientific approaches to fully comprehend.



Mediator of the Kingdom of Morocco, Hon'ble Mr. Hssan Tariq Attends the Third National Forum of Public Finance Professors as a Keynote Speaker

Hon'ble Mr. Hassan Tariq, OICOA Board Member and the Mediator of the Kingdom of Morocco, delivered an opening presentation titled "Governance Bodies and the Public Policy Cycle: Seven Hypotheses for Discussion" in Tangier on July 3, 2026. His address inaugurated the Third National Forum of Public Finance Professors, a significant institutional event organized by the Moroccan Association of Public Finance under the overarching theme, "Tax Policy at the Test of Tax Citizenship."

The opening session, hosted at the Palace of Culture and Arts, also featured a prominent presentation by former Mediator of Morocco and OICOA Board Member, Hon'ble Mr. Mohamed Benalilou, President of the National Authority for Probity, Prevention, and Fighting of Corruption. He addressed the critical transition from simple taxation to building institutional trust, offering a comprehensive new reading of Morocco's fiscal challenges and the vital relationship between public finance and institutional credibility.

The forum commenced with introductory remarks from Professor Bouchta El Moumni, President of Abdelmalek Essaadi University, and Professor Hamid Ennahri, President of the organizing association. The inaugural event successfully facilitated a high-level exchange between academic experts and governance leaders, concluding with a special tribute honoring the keynote contributors, institutional partners, and distinguished professors who have significantly advanced the study of public finance.



Mediator of the Kingdom of Morocco and OICOA Board Member, Hon'ble Mr. Hassan Tariq Stresses the Vital Role of Institutional Trust at Moroccan-Egyptian Forum

Mediator of Morocco and OICOA Board Member, Hon'ble Mr. Hassan Tariq addressed the Moroccan-Egyptian Cultural Forum in Rabat held on 9th July 2026, emphasizing that preserving and reinforcing citizen trust is foundational to the success of public institutions. Speaking on the theme "The Roles of Institutional Mediation in Enhancing Trust between the Citizen and the Administration," Mr. Tariq clarified that an institution's strength does not stem solely from its legal mandate but heavily relies on its societal acceptance. He noted that without public trust—which must be actively built upon credibility and integrity—governance bodies cannot fulfill their required roles effectively.

Reviewing the evolution of Morocco's institutional mediation, Mr. Tariq highlighted that the 2011 Constitution established a new generation of independent governance bodies, including the Mediator of the Kingdom. Functioning as an ombudsman institution independent of the government, it specializes in managing the often complex relationship between citizens and the public administration. He explained that alongside administrative courts, modern societies require these dedicated institutional mechanisms to resolve conflicts, protect citizen rights, and actively reinforce public confidence in administrative systems.

The address took place during the Moroccan-Egyptian Cultural Forum, jointly organized by the Mediterranean Youth Forum-Morocco and the Library of Alexandria. The event aims to foster cultural and academic diplomacy between the youth of both nations. Key figures, including Yassin Isbouya, President of the Mediterranean Youth Forum, and Mahmoud Ezzat, Director of Strategic Studies at the Library of Alexandria, highlighted the forum's role in facilitating direct dialogue between young leaders and national institutions. The ten-day forum includes dedicated visits to vital Moroccan bodies, providing the Egyptian delegation with practical insights into Morocco's institutional frameworks, governance strategies, and the critical role of mediation in conflict resolution.



Mediator of the Kingdom of Morocco Reports 25% Surge in Cases in the 2025 Annual Report

Hon'ble Mr. Hassan Tariq, the Mediator of the Kingdom of Morocco, presented the institution's 2025 annual report in Rabat, revealing a significant increase in public engagement. The institution registered 9,958 files over the year—a 25.29 percent increase from 2024. This total comprises 6,770 formal grievances, 3,157 orientation files, and 31 amicable settlement requests, marking the highest volume of amicable resolutions since the institution's regulatory law was enacted.

Financial disputes led the caseload with 2,528 grievances, followed by administrative issues (2,387) and complaints related to social programs (623). Mr. Tariq highlighted that the rise in social grievances represents a "new generation" of cases tied to eligibility, access, and the execution of state support. He noted that this shift gives these complaints a profound analytical value, reflecting deeper transformations in the relationship between citizens and the administration as the state's social roles expand. In terms of operational output, the Mediator's office actively processed 9,006 files, holding 690 investigation sessions and issuing 1,653 settlement decisions across 28 different administrative sectors.



Although the accumulated backlog of pending recommendations successfully decreased to 557, the average time taken by administrative bodies to implement these recommendations rose to 815 days. Concluding his report, Mr. Tariq stressed that the escalating demand for institutional mediation necessitates a stronger culture of administrative responsiveness, urging public offices to strictly reduce their execution times to ensure fair administrative practices and restore citizen trust.

OMBUDSMAN OF THE REPUBLIC OF INDONESIA

Indonesian Ombudsman Signs Integrity Pledge and Targets 90% Resolution Rate for Public Grievances



As part of a comprehensive effort to reinforce institutional transparency, the Indonesian Ombudsman signed a Joint Commitment to Developing an Integrity Zone and a strict conflict of interest management pledge on August 26, 2026, in Jakarta. The mandate legally and ethically binds personnel across the organization to prioritize state and public service interests above any personal or group affiliations. This procedural safeguard is designed to cultivate a rigorous culture of integrity and safeguard public trust in the Ombudsman's operational authority. The signing was the focal point of the National Coordination Meeting (Rakornas) for the Settlement of Reports, bringing together provincial heads from all 34 regional offices, the Secretary General, and Inspectors.

Deputy Chairman Mr. Rahmadi Indra Tektana formally opened the proceedings, framing the integrity pledge as a foundational step toward more efficient grievance redressal. He stressed to the assembly that every submitted public report is an actionable mandate for justice that must not be hindered by internal administrative delays. Outlining clear operational objectives, the Deputy Chairman set a firm target to resolve at least 90 percent of all incoming public complaints before the end of the current fiscal year. To meet this benchmark, the Ombudsman is streamlining verification protocols, reducing bureaucratic processing times, and maximizing the use of real-time digital tracking systems.

Indonesian Ombudsman Demands Strict Sanctions Following Mass Student Poisonings in Free Meal Program

The Indonesian Ombudsman has urged the National Nutrition Agency (BGN) to impose decisive sanctions on Nutrition Fulfillment Service Units (SPPG) following a severe spike in food poisoning cases linked to the Free Nutritional Meal (MBG) program in North Sumatra. During a regional coordination meeting in Medan attended by over 1,000 SPPG heads and local officials, Ombudsman representatives revealed that 2026 has already seen four major poisoning incidents affecting 700 victims, including 699 students. The most critical outbreak occurred in Karo Regency in August, hospitalizing over 140 individuals and marking a drastic escalation from the single incident recorded in 2025.



Ombudsman Members Fikri Yasin and Syafrida R. Rasahan emphasized that BGN must implement fundamental governance reforms and prioritize victim recovery rather than treating the poisonings as statistical anomalies. To enforce accountability, the Ombudsman issued formal recommendations demanding the permanent closure and blacklisting of any SPPG responsible for food safety failures. The institution criticized the ongoing lack of coordination between the central BGN and regional governments, demanding an immediate end to permissive regulatory approaches and calling for structural oversight to establish a strong deterrent effect.

In alignment with the Ombudsman's directives, the North Sumatra Provincial Secretary reiterated that all participating SPPGs must strictly adhere to minimum Hygiene Sanitation Certificate (SLHS) standards. To prevent future health crises, the provincial government has mandated the active involvement of Community Health Center sanitation workers to guarantee raw material hygiene. Local authorities will also integrate the Family Welfare Movement (PKK) and regional farmer groups into the procurement process to ensure stringent food safety protocols while simultaneously stimulating the local agricultural economy.

Indonesian Ombudsman Urges Infrastructure Ministry to Address Over 14,000 Agrarian and Service Complaints



The Indonesian Ombudsman has formally urged the Coordinating Ministry for Infrastructure and Regional Development to rectify persistent public service deficiencies across the agrarian, infrastructure, and transportation sectors. In a high-level meeting led by Ombudsman Deputy Chairman Rahmadi Indra Tektana addressed an overwhelming volume of public grievances. Between 2021 and 2026, the Ombudsman received over 14,350 reports regarding agrarian and spatial planning issues alone, with the Ministry of Agrarian Affairs and Spatial Planning accounting for 5,806 complaints related to prolonged administrative delays, procedural irregularities, and the failure to provide essential services.

During the session, the Ombudsman presented the 2025 Maladministration Opinion Assessment for the five ministries under the Coordinating Ministry's purview. While the Ministry of Transmigration achieved the highest quality rating, the Ministry of ATR/BPN was denied an opinion rating due to its failure to implement previous administrative recommendations. Setting the oversight agenda for 2026, the Ombudsman prioritized the resolution of structural land disputes, the improvement of port loading and unloading governance, and the acceleration of post-flood infrastructure rehabilitation in Sumatra. Minister Yudhoyono welcomed the regulatory feedback, affirming a shared governmental commitment to establishing transparent and accountable administrative frameworks.

Indonesian Ombudsman Pushes for Inquiry to Curb Maladministration in Subsidized Fertilizer Distribution

Member of the Indonesian Ombudsman, Fikri Yasin, held a strategic meeting with PT Pupuk Indonesia Supply Chain Director, Robby Setiabudi Madjid, in West Jakarta on August 13, 2026, to address potential maladministration in the national food sector. The discussion centered on improving the management and distribution of subsidized fertilizers to support farmer productivity and national food security. Fikri emphasized that direct inter-institutional collaboration is essential to ensure that priority government programs are executed transparently and that state resources reach their intended agricultural targets.



Highlighting the severe impact of recent subsidized fertilizer shortages, the Ombudsman urged PT Pupuk Indonesia to investigate whether these disruptions stem from logistical delays or deliberate market manipulation by speculators. Fikri called for continuous, rigorous monitoring of vulnerable points in the supply chain to guarantee that farmers receive their exact entitlements without delay. Furthermore, he directed the state-owned enterprise to fully operationalize Presidential Regulation No. 6 of 2025 concerning the Governance of Subsidized Fertilizer, which aims to simplify distribution networks and eliminate administrative bottlenecks. In response, Supply Chain Director Robby Setiabudi Madjid welcomed the Ombudsman's strict oversight and affirmed the company's commitment to maintaining an adequate and sustainable fertilizer supply. Acknowledging that increased external scrutiny strengthens corporate accountability, Robby expressed PT Pupuk Indonesia's readiness to formalize a robust partnership with the Ombudsman to actively monitor distribution vulnerabilities and elevate the overall governance of public agricultural services.



Indonesian Ombudsman Demands Overhaul of Land Services in North Sumatra to Resolve Maladministration

Member of the Indonesian Ombudsman, Ms. Syafrida Rachmawati Rasahan, emphasized that addressing public complaints regarding alleged maladministration must transcend resolving individual cases and serve as a catalyst for comprehensive improvements in public service governance. Speaking at a strategic coordination meeting with the North Sumatra Ombudsman Representative and the Regional Office of the National Land Agency (Kanwil BPN) on July 30, 2026, she stressed the urgent need to overhaul administrative processes to make regional land services faster, more transparent, and legally secure for the public.

The coordination session focused specifically on expediting the resolution of eight major public grievances related to land administration. The Ombudsman has already concluded its investigations into five of these cases, formally issuing Audit Result Reports (LHP) accompanied by strict corrective recommendations to the BPN. Meanwhile, the remaining three complaints are currently undergoing active, rigorous investigation by the regulatory body.

Through this direct institutional intervention, the Indonesian Ombudsman aims to ensure that all pending grievances are resolved accurately and comprehensively. This targeted oversight serves as a definitive mandate for the National Land Agency to continuously elevate the accountability and quality of its services, guaranteeing reliable legal certainty for all segments of society across the province.



HON'BLE NAVEED KAMRAN BALOCH

FEDERAL OMBUDSMAN OF PAKISTAN

Mr. Naveed Kamran Baloch has been unanimously elected as the President of the Forum of Pakistan Ombudsman

A NEW ERA OF LEADERSHIP HERALDS FOR THE OMBUDSMAN FRATERNITY OF PAKISTAN

The Secretariat of the OIC Ombudsman Association (OICOA) extends its heartiest congratulations to our OICOA Member, Hon'ble Mr. Naveed Kamran Baloch (Federal Ombudsman of Pakistan and President of the Asian Ombudsman Association), on his election as President of the Forum of Pakistan Ombudsman.

Hon'ble Mr. Naveed Kamran Baloch was elected with the unanimous support of all 14 Federal and Provincial Ombudsmen and Ombudspersons of Pakistan during the recently held 34th Meeting of the Forum of Pakistan Ombudsman, which reflects the considerable confidence placed in his leadership by Pakistan's ombudsman community.

A seasoned bureaucrat, Mr. Naveed Kamran Baloch assumed office as the 9th Federal Ombudsman of Pakistan on 4th March 2026. During an extensive career in public service, he has held several senior positions, including Cabinet Secretary, Federal Secretary Finance, Federal Secretary National Health Services, Chief Secretary Khyber Pakhtunkhwa, and Principal Secretary to the Chief Minister of Sindh. Following his retirement from the civil service, he also served as Executive Director at the World Bank. His academic credentials include postgraduation at the London School of Economics and executive leadership programmes at Harvard Kennedy School and Oxford's Saïd Business School.

The OICOA Secretariat looks forward to the wider dissemination of the rich experience and best practices developed by Pakistan's ombudsman institutions under his leadership, as well as to the opening of new avenues for institutional cooperation, knowledge-sharing and exchange of expertise. Such engagement will further strengthen cooperation between the Forum of Pakistan Ombudsman and OICOA and provide meaningful opportunities for the worthy OICOA Member Institutions across the OIC Member States to benefit from Pakistan's extensive experience in ombudsman administration and the redress of maladministration. The OICOA Secretariat wishes Hon'ble Mr. Naveed Kamran Baloch every success in his new responsibility and looks forward to working closely with him.

MEDIATOR OF IVORY COAST

Mediator of the Republic Partners with UNDP to Equip Bounkani Leaders Against Violent Extremism

As part of the regional project "Preventing and Responding to Violent Extremism in the Atlantic Corridor," the United Nations Development Programme (UNDP) partnered with the Mediator of the Republic of Côte d'Ivoire to train 25 traditional chiefs and religious guides in the Bounkani region. The capacity-building initiative utilized the Mediator's institutional expertise to equip local community leaders with practical tools for conflict resolution and extremism prevention.

The two-day session, held on August 13 and 14, 2026, at the Bouna Prefecture, was officially opened by the Secretary General of the Prefecture, Mr. Kouamé Loukou Éric. Representing the Mediator of the Republic, Eastern Zone Coordinator Mr. Michel Seka led the central discussions alongside the Regional Director of National Cohesion and local authorities. Mr. Seka presented the institution's strategic framework for managing community conflicts and combatting hate speech, emphasizing the critical need for continuous dialogue among social actors to strengthen regional social cohesion. The participating traditional and religious leaders commended the initiative, highlighting the Mediator's vital, practical contribution to the peaceful resolution of communal conflicts and the long-term stability of the region.



Officers of the Mediator of Ivory Coast Join KAS Forum on Youth Political Representation

The office of the Mediator of the Republic of Ivory Coast participated in a two-day training program hosted by the Konrad Adenauer Stiftung (KAS) on August 13 and 14, aimed at increasing youth involvement in national politics. The training is part of the "Parliamentary Caucus for Youth – CPJ 225" project, which works to establish greater political representation for younger demographics.

Mr. Fabrice Kakou, Head of the Equality and Vulnerable Persons Department, represented the Mediator at the event. He detailed the institution's practical experience in managing public awareness campaigns designed to secure peaceful elections. Kakou stated that under the leadership of Mediator of Ivory Coast, Hon'ble Mr. Gaoussou Touré, the office prioritizes direct inclusivity, focusing its operational resources on ensuring women and youth are actively integrated into Côte d'Ivoire's democratic and political processes.

Addressing the young participants, Mr. Kakou remarked that preventing electoral violence requires moving marginalized voices from the fringes into formal decision-making structures. He framed the youth caucus as a necessary, practical channel for the next generation of leaders to negotiate directly with state institutions, shape future policy, and safely resolve political grievances.



Secretary General of the Mediator of Ivory Coast Mr. Koné Tanguy Dimitri Ulrich Receives Medical Council to Mediate 8-Year Land Dispute for Healthcare Professionals

Secretary General of the Mediator of Ivory Coast, Hon'ble Mr. Koné Tanguy Dimitri Ulrich received a delegation from the National Council of the Order of Physicians on August 6, 2026. Led by President Dr. Aboubakar Sidick Bakayoko, the medical council formally submitted a grievance regarding an ongoing land dispute with the Ministry of Urbanism, Housing, and Living Environment. The dispute centers on a long-delayed administrative procedure. The Order of Physicians has been waiting eight years for the Ministry to issue a global final land concession decree (ACD) for a site acquired from a private land developer. The delegation requested the Mediator's direct intervention to break the administrative deadlock and address the growing frustration among medical professionals awaiting their property rights.

Accompanied by Silué Karidja, Head of the Investigations and Public Governance Service, Secretary General Koné commended the medical council for prioritizing formal institutional channels over confrontation. He confirmed that the Mediator's office will initiate the necessary regulatory steps to engage the Ministry and facilitate a definitive, peaceful resolution to the land dispute.

Hon'ble Mr. Gaoussou Toure Receives German Ambassador to Ivory Coast Discuss Bilateral Cooperation on Social Cohesion

Hon'ble Mr. Gaoussou Touré, the Mediator of the Republic of Ivory Coast, received H.E. Mathias Veltin, the German Ambassador to Ivory Coast, to discuss strengthening bilateral ties between the two nations. The diplomatic meeting focused on the practical application of institutional mediation, conflict prevention, and dispute management to consolidate peace and sustainable development across the country.

During the discussions, Ambassador Veltin acknowledged the Republic of Ivory Coast's ongoing progress and confirmed Germany's continued backing for initiatives that promote national unity and social cohesion. Mediator of Ivory Coast Mr. Touré reiterated that peace remains a fundamental prerequisite for economic development, urging expanded cooperation to support public awareness campaigns, facilitate community dialogue, and mobilize international partners for the benefit of local populations. Concluding the session, both officials extended formal greetings to the public in observance of the nation's Independence Day.



The officials also explored avenues for direct technical assistance, focusing on capacity-building frameworks for the Mediator's regional representatives. The dialogue addressed the potential integration of German developmental expertise in managing decentralized community disputes, a move designed to equip the Mediator's office with the operational resources necessary to resolve grassroots grievances before they escalate into regional conflicts.



OMBUDSMAN OF MOZAMBIQUE

Ombudsman of Mozambique Hon'ble Isaque Chande Ties the Issue of Cabo Delgado LNG Resumption to Human Rights and Open Dialogue at the Maputo Summit

Mozambique's Ombudsman and OICOA Member, Hon'ble Mr. Isaque Chande, stated that the resumption of the Liquefied Natural Gas (LNG) project in Cabo Delgado must rely on strict human rights protections and active dialogue among the state, energy companies, and local communities. Speaking at an Expert-Meeting in Maputo on August 26, Mr. Chande addressed the strategic economic importance of the Afungi peninsula development, emphasizing that the project's success requires all stakeholders to realistically reassess their expectations and share responsibility for mitigating socio-economic impacts.

Mr. Chande delineated clear requirements for both the government and corporate actors to prevent the community conflicts that frequently disrupt large-scale investments. He asserted that the State holds the primary duty to protect fundamental rights and establish operational boundaries,

while corporate entities are obligated to adequately compensate affected families and guarantee sustainable resettlement conditions. Isaque Chande argued that local populations must be actively integrated into the economic framework of the project to ensure its uninterrupted implementation. Addressing the ongoing armed conflict in Cabo Delgado, the Ombudsman warned that the volatile security environment severely elevates the risk of human rights abuses. To minimize these risks, he called for continuous training in human rights and international humanitarian law for deployed Defense and Security Forces (FDS), framing this education as essential for building trust between the military and local residents. Furthermore, he urged the civil society organizations and national human rights institutions to establish robust reporting mechanisms to efficiently document and denounce any violations to competent authorities.



Mozambique Ombudsman Receives Students Delegation from Universidade Alberto Chipande



On 13th of August, Mozambique's Ombudsman and OICOA Member Hon'ble Isaque Chande, hosted a delegation of 25 legal science and criminal investigation students and faculty from the Universidade Alberto Chipande (UNIAC) at the ombudsman of Mozambique's headquarters in Maputo. Organized as part of the university's 18th-anniversary events, the academic visit aimed to bridge theoretical coursework in legal and social assistance with the practical realities of public administration oversight.

The delegation was divided into two groups to tour the various operational departments of the Ombudsman's office. Secretary-General Mário Seuane and Director of Institutional Relations Sérgio dos Céus Nelson led the sessions, providing direct technical briefings and answering student inquiries regarding the institution's procedural workflows and intervention strategies. Addressing the students, Ombudsman Chande outlined the historical genesis of the office and its ongoing mandate to defend legality and secure justice for citizens navigating the public administration system.

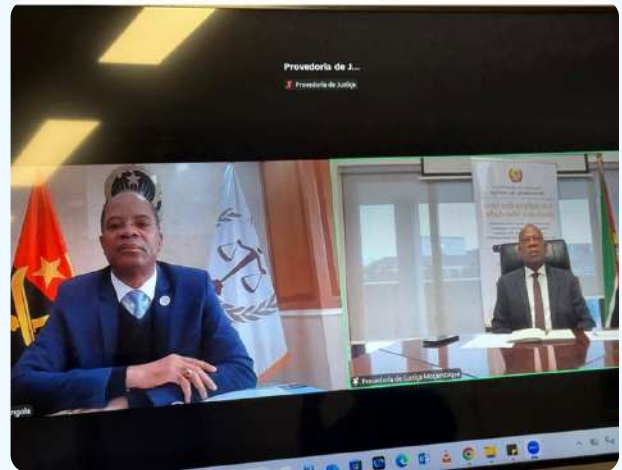
He detailed specific operational successes where the institution successfully restored rights to citizens who had previously faced prolonged administrative deadlocks. Emphasizing the need for public awareness, Chande tasked the future legal professionals with actively promoting the Ombudsman's services within their own communities. "Our challenge is to make the Ombudsman a useful institution for society," Chande stated, directly challenging the students to help disseminate information about the available mechanisms for rights defense. UNIAC Pedagogical Coordinator Sandro de Sousa acknowledged the institutional transparency, noting that the practical exposure to the Ombudsman's daily operations will significantly reinforce the students' academic foundation.

Ombudsmen of Mozambique and Ombudsman of Angola Renew Bilateral Cooperation on Fundamental Rights

On August 11, 2026, Mozambique's Ombudsman and OICOA Member, Hon'ble Isaque Chande, held a virtual courtesy meeting with the newly elected Ombudsman of Angola, Hon'ble Mr. João Manuel Francisco. The inaugural dialogue focused on reinforcing historical institutional ties between the two lusophone nations and identifying joint administrative strategies to strengthen the defense of fundamental citizens' rights.

During the session, Chande highlighted the active Memorandum of Understanding (MoU) guiding bilateral cooperation, noting that it has successfully facilitated technical exchanges and staff training between Maputo and Luanda. He also emphasized their joint regional efforts within the African Ombudsman and Mediators Association (AOMA).

In response, Ombudsman Francisco, who formally assumed office on June 24, 2026, succeeding Antónia Florbela de Jesus Rocha Araújo, reaffirmed Angola's commitment to maintaining open and permanent communication. Mr. Francisco advocated for the full utilization of the existing MoU to share administrative experiences and develop joint solutions for the operational challenges faced by both oversight bodies. Looking toward future regional integration, Mr. Chande announced that the Mozambique Ombudsman's office is preparing for its 15th anniversary celebrations in May 2027. He extended a formal invitation to the Angolan delegation to attend the milestone event, which is expected to gather Ombudsmen from across the Southern African Development Community (SADC) and the broader African continent to further consolidate regional public rights defense.



Mozambique Ombudsman Joins 34 African Delegations in Namibia for Forensic Anti-Corruption Training

Ombudsman representatives from 34 African nations, including Mozambique's Ombudsman and OICOA Member, Hon'ble Mr. Isaque Chande, gathered in Windhoek, Namibia, from July 21st to 24th for specialized training in forensic investigations and digital case management. Organized by the African Ombudsman Research Centre (AORC), the program focused on integrating new digital technologies into the continent's anti-corruption frameworks.

The four-day session aimed to equip national oversight institutions with modern, practical tools for evidence collection, complaint screening, and digital workflow management. Chande, accompanied by Mozambique's Director of Studies, Planning, and Cooperation, Lalita Balate Guambe, stated that the summit provides a critical platform for African oversight bodies to exchange operational experiences and modernize their institutional responses to corruption and public rights abuses.

The Windhoek gathering marks the second capacity-building event hosted by the AORC since the relaunch of its training program in March. The opening proceedings featured policy addresses from the Namibian Minister of Justice and Labour Relations, the host Namibian Ombudsman, the Mayor of Windhoek, and leadership from the African Ombudsman and Mediators Association (AOMA).



At UNDP Seminar, Mozambique Ombudsman Calls on State Secretaries to Overhaul Public Administration and Bring Transparency and Digital Reforms

Mozambique's Ombudsman, Isaque Chande, has called on the government's Permanent and General Secretaries to take a central role in modernizing state institutions and improving public service delivery. Speaking on July 16 at a seminar organized alongside the United Nations Development Programme (UNDP), Chande addressed 70 state administrators, academics, and civil society representatives regarding transparency and citizen participation.

Marking the first time the Ombudsman's office has targeted this specific tier of government leadership, Chande argued that Permanent Secretaries control the critical human, financial, and operational resources required to execute administrative reforms. He noted that their direct management of the state's daily machinery makes them indispensable for establishing transparent, efficient workflows and eliminating bureaucratic bottlenecks across all ministries. Chande highlighted the public sector's ongoing digital transformation as the primary mechanism for this modernization. He cited recent technological rollouts—including 24-hour passport processing and advance digital booking for civil identification and transit services (INATRO)—as practical examples of how digitization reduces citizen wait times and narrows the scope for administrative corruption. Minister of State Administration and Civil Service Inocêncio Impissa also addressed the four-panel event. He stated that the Ombudsman's focus on public ethics and institutional integrity aligns directly with recent structural reforms and the government's ongoing National Inclusive Dialogue, aiming to build a more accountable administrative framework to serve the public.



Ombudsman of Mozambique Calls for Stricter Executive Scrutiny Over Failure of Urban Management

On June 30, Mozambique Ombudsman Hon'ble Isaque Chande addressed the Maputo Municipal Assembly, urging lawmakers to increase their oversight of the city's executive branch to prevent administrative abuses and protect residents' rights. Mr. Chande detailed a surge in citizen complaints primarily driven by urban land disputes. He highlighted systemic flaws in the issuance of land use rights (DUAT), noting that weak registry verification during mass regularization campaigns has frequently resulted in duplicated titles, overlapping plots, and the irregular transfer of historically occupied family land to third parties. Beyond land registry failures, the Ombudsman cited excessive bureaucratic delays in issuing essential topographic maps and a chronic lack of response to public petitions. He also warned of growing public health and safety hazards across the capital, pointing to unchecked urban construction causing structural damage to neighboring properties, unmanaged solid waste accumulation, and pervasive noise pollution from commercial and religious venues in residential zones. To resolve these administrative deadlocks, Mr. Chande tasked the Assembly with enforcing strict, systematic scrutiny of the municipality's operations. He recommended initiating technical audits of the urban registry, digitizing administrative workflows, and aggressively monitoring the city's enforcement of noise ordinances, waste management, and structural building codes.





INSPECTORATE GENERAL OF UGANDA

Uganda's Inspector General Advances Global Asset Tracing Partnerships at Vienna Anti-Corruption Summit

Uganda's Inspector General of Government and OICOA Member, Hon'ble Lady Justice Naluzze Aisha Batala, held a series of bilateral negotiations in Vienna on Thursday to expand international cooperation in tracing illicit assets and investigating cross-border corruption. The talks took place alongside the Seventh Plenary Meeting of the Global Operational Network of Anti-Corruption Law Enforcement Authorities (GlobeE Network).

To directly strengthen Uganda's domestic investigative capacity, Batala met with law enforcement delegations from China's National Commission of Supervision, the UAE's Accountability Authority, and the UK's National Crime Agency. She also held operational consultations with the Basel Institute on Governance and the International Anti-Corruption Academy. The engagements aim to bypass bureaucratic delays by establishing direct, practical channels between Ugandan authorities and foreign jurisdictions to track stolen state funds and enforce accountability. The four-day GlobeE Network summit concludes on August 28, 2026.



Uganda's Inspector General Advances Global Asset Tracing Partnerships at the Seventh Plenary Meeting of the GlobeE Network held in Vienna



Uganda's Inspector General of Government and OICOA Member Hon'ble Lady Justice Naluzze Aisha Batala, formally signed a multilateral information-sharing agreement in Vienna to accelerate the tracking of illicit financial flows. The signing marked the opening of the Seventh Plenary Meeting of the GlobeE Network, a UN-backed coalition of frontline anti-corruption enforcement agencies.

By adopting the Agreement for the Exchange of Information, the Ugandan delegation secured a framework for direct, secure peer-to-peer data sharing with foreign jurisdictions. This operational mechanism allows state investigators to bypass traditional bureaucratic bottlenecks when pursuing transnational graft cases and tracing stolen assets hidden abroad. Lady Justice Naluzze is accompanied by Principal Inspectorate Officer Angella Tusiime and Executive Assistant Mwasa Muhammad for the four-day summit. The plenary will also facilitate further multilateral negotiations designed to expand Republic of Uganda's cross-border law enforcement capabilities.

Uganda's Inspectorate of Government Targets Grassroots Corruption with Local Council Training in Masaka

Uganda's Inspectorate of Government (IG) has partnered with the Ministry of Local Government to train facilitators in Masaka City ahead of the induction of newly elected Local Government Councils. The joint initiative targets the Greater Masaka Sub-region, aiming to equip trainers with the operational strategies necessary to enforce strict accountability and anti-corruption frameworks directly at the grassroots level of public service delivery.

Representing the Inspector General, Christine Lamwaka, Assistant Director of Advocacy and Capacity Building, warned that corruption thrives in environments characterized by administrative secrecy and weak oversight. Because local councils act as the frontline of state operations, Lamwaka directed the facilitators to ensure incoming officials prioritize transparency, open their decision-making to public scrutiny, and guarantee that government resources reach intended beneficiaries without diversion or favoritism. To operationalize this grassroots accountability, Lamwaka outlined practical administrative safeguards, pushing for rigorous oversight of local public projects, transparent record-keeping, and the creation of direct channels for citizens to report suspected graft. Accompanied by Inspectorate Officer Joseph Blessing Muramuzi, she mapped out high-risk corruption areas within local government frameworks, committing the IG's full institutional support to help the newly sworn-in leaders build robust internal controls.



Inspectorate General of Uganda Tasks Kawempe Muslim Women's Sacco with Safeguarding Government Funds Against Mismanagement on Strict Directives of Lady Justice Naluzze Aisha Batala



Uganda's Inspectorate of Government has issued a firm directive to the Kawempe Muslim Women's Development Group (KAMUWD) Sacco, warning that state financial support must be managed with strict transparency rather than treated as a mere donation. Addressing the cooperative, Principal Inspectorate Officer Ms. Sauda Birabwa—representing Inspector General of Government Lady Justice Naluzze Aisha Batala—emphasized that the success of government wealth-creation initiatives depends entirely on the responsible stewardship of disbursed public funds. Ms. Birabwa instructed the Sacco leadership to maintain rigorous financial records to safeguard against the diversion or misuse of resources. Drawing on Islamic principles of trust, fairness, and mutual support, she reminded members that effective cooperative banking requires absolute integrity.

She further noted that empowering women economically directly builds resilient households and drives broader community development, aligning with President Yoweri Museveni's ongoing national financial inclusion programs. Reaffirming the Inspectorate's constitutional mandate to monitor the utilization of public resources, Birabwa urged the Sacco members to actively protect their investments and hold their leadership accountable. She directed the cooperative's rank-and-file to report any instances of corruption, abuse of office, or internal mismanagement through official legal channels, reinforcing that safeguarding state interventions remains a shared civic responsibility.



ADMINISTRATIVE CONTROL AUTHORITY OF LIBYA

Chairman of ACA Libya, Hon'ble Abdullah Qaderbough Launches Digital Overhaul of National Medical Supply Chain

Libya's Administrative Control Authority (ACA) Chairman and OICOA Member, Hon'ble Abdullah Qaderbough, met with the head of the Medical Supply Organization (MSO), Dr. Ibrahim Al-Sharif, in Tripoli on Thursday to initiate a structural overhaul of the country's pharmaceutical supply chain. The talks focused on resolving persistent jurisdictional overlaps and restoring the MSO's primary authority over national drug procurement to eliminate wasteful public spending and stabilize medical reserves. The officials reviewed a comprehensive Ministry of Health initiative designed to "re-engineer" the medical supply network through digital transformation. The proposed framework includes launching a unified supply chain platform, implementing a national drug-tracking system, and modernizing inventory management. These technological upgrades aim to secure Libya's pharmaceutical reserves against chronic mismanagement by establishing data-driven procurement protocols.



Mr. Qaderbough stated that the success of the reform strictly depends on enforcing institutional governance and eliminating competing authorities within the health sector. He confirmed that the ACA will actively monitor the rollout of the new digital tracking and procurement systems, ensuring the overhaul effectively safeguards public funds and establishes a sustainable, scientifically grounded approach to national drug security.

Libyan Parliament Speaker and ACA Chairman Push for US-Backed Unified Budget and State Financial Audits

Libyan House of Representatives Speaker Hon'ble Aguila Saleh met with Administrative Control Authority (ACA) Chairman Hon'ble Mr. Abdullah Qaderbough in Al-Qubba on Wednesday to review the nation's financial oversight mechanisms, focusing heavily on state closing accounts and the proposed unified national budget.

The officials prioritized advancing the US-backed unified budget project, framing it as a critical mechanism to consolidate fragmented public spending, enforce financial transparency, and stabilize the broader Libyan economy. The dialogue also covered ongoing technical audits of public revenues and expenditures by the National Committee, which is currently working to definitively close pending state financial accounts from previous fiscal years.



During the meeting, Speaker of the House of Representatives pledged full legislative and legal backing to ensure the Administrative Control Authority of Libya can operate independently to track state funds and identify institutional overreach. Presenting recent financial data, Mr. Qaderbough reaffirmed the Authority's mandate to enforce strict regulatory compliance across all government sectors and drive comprehensive administrative reform to protect public resources.

Chairman of ACA Libya, Hon'ble Abdulla Qaderbough Orders Oil Sector Auditors to Resist External Interference

Libya's Administrative Control Authority (ACA) Chairman, Hon'ble Abdullah Qaderbough, has ordered state auditors monitoring the oil and gas sector to strictly maintain their operational independence and reject any external interference. Meeting with designated oversight committees in Tripoli on Monday, Qaderbough demanded absolute adherence to established legal frameworks, warning the auditors not to overstep their jurisdictional boundaries in pursuit of administrative violations.

Mr. Qaderbough emphasized that all oversight operations must be meticulously documented, objective, and legally sound to effectively combat corruption within the country's primary revenue-generating sector. He directed the committees to immediately escalate critical financial or administrative breaches directly to the ACA presidency, framing the rigorous, unbiased auditing of energy firms as essential to protecting Libya's public funds.



Hon'ble Mr. Abdullah Qaderbough and President of the High Council of State of Libya Hold a Meeting in Tripoli to Discuss Rollout and Review of State Account Closures



Libya's Administrative Control Authority (ACA) Chairman, Hon'ble Mr. Abdullah Qaderbough, met with the President of the High Council of State Mr. Muhammad Takala in Tripoli, to coordinate the closure of the country's backlogged state financial accounts and review the operational rollout of its first unified budget in over a decade.

Both the officials evaluated the specific technical and procedural frameworks required to audit and permanently close pending state financial records up to 2025. By ending years of accounting fragmentation, this financial overhaul is designed to establish reliable economic data, reveal the state's true financial position, and transition the government to a regular annual auditing cycle.

Addressing the recent political agreement between the House of Representatives and the High Council of State, Mr. Qaderbough and Mr. Takala focused on how to practically implement the new unified budget. Their talks centered on establishing strict spending schedules under the unified development agreement to curb financial imbalances, halt institutional spending divisions, and enforce rigorous ACA oversight of public funds.

Concluding the meeting, both leaders emphasized the critical need to empower regulatory agencies of Libya to actively protect public resources and drive sweeping administrative reforms. They committed to maintaining ongoing inter-institutional coordination to combat corruption, enforce good governance, and build a more sustainable, transparent framework for managing Libya's national wealth.



OMBUDSMAN OF THE REPUBLIC OF SENEGAL

Senegal Ombudsman Hon'ble Mr Demba Kandji Presents the Annual Report to President of the Republic of Senegal

Senegalese President H.E. Mr. Bassirou Diomaye Faye received the 2025 annual report from the Ombudsman of Senegal and OICOA Member, Hon'ble Mr. Demba Kandji, at the presidential palace in Dakar, pledging immediate state action to resolve the citizen grievances documented during the institution's regional tours. Faye directed his administration to mobilize resources to tackle rural disparities, specifically focusing on securing agricultural land rights for women, funding small businesses, and expanding critical road and healthcare infrastructure.

The Ombudsman's comprehensive report delivered 26 recommendations targeting administrative modernization, citizens' rights, and systemic legal reforms. Faye explicitly backed Kandji's penal reform directives, aligning the government with calls to urgently decongest state penitentiaries and abolish intrusive physical search procedures. Furthermore, the President signaled high-level support for expanding democratic oversight,

acknowledging the necessity of resizing the Constitutional Council's mandate to allow citizens to directly challenge the constitutionality of national laws. Praising the Ombudsman's proactive use of its reform mandate, President Faye committed to strengthening the institution's international standing and ensuring its recommendations are implemented. In turn, Mr. Demba Kandji emphasized that alongside institutional mediation, the ongoing digitalization of public services remains the most critical tool for modernizing the state apparatus and bridging the administrative gap between the government and the Senegalese public.



Senegal Ombudsman Deploys New Regional Delegate to Mediate Civil and Agricultural Disputes in Kaffrine

Senegal's Ombudsman and OICOA Member Hon'ble Mr. Demba Kandji, officially appointed Mr. Mouhamed Djibel Cissé as the institution's new regional delegate for Kaffrine. The ceremony, overseen by the Kaffrine Departmental Prefect, brought together key local officials, including Departmental Council President Abdoulaye Wilane and Deputy Mayor Mao Mangane, alongside traditional and religious leaders.

Assuming his new mandate, Mr. Cissé committed to prioritizing proactive citizen dialogue and mediation to resolve local grievances. Outlining the strategic necessity for a localized presence, Ombudsman Mr. Demna Kandji highlighted that Kaffrine's rapidly expanding agricultural economy frequently triggers localized friction, most notably recurring land and resource disputes between settled farmers and nomadic herders.

By decentralizing its services, the Senegal Ombudsman's office aims to provide Kaffrine residents with direct, accessible mechanisms for amicable conflict resolution. Mr. Kandji directly appealed to the local population to utilize the new regional delegation to bypass bureaucratic deadlocks and repair relations between citizens and the state administrative apparatus.



‘A ticking time bomb’: Senegal's Ombudsman warns of looming land crisis and demands sweeping judicial reforms

In a recent interview, Senegal's Ombudsman and OICOA Member, Hon'ble Mr. Demba Kandji, strongly advocated for democratizing the nation's judicial system, arguing that the rule of law remains incomplete without direct citizen access to the courts. A primary focus of his 2025 report recommendations is opening the Constitutional Council to ordinary citizens and advocacy groups, ending a three-decade era where only authorized state institutions could file appeals. Ombudsman Mr. Demba Kandji views this expansion, along with broadening the Ombudsman's own authority to shape public policy, as essential for empowering the Senegalese public and ensuring institutional accountability.

Mr. Kandji also sounded the alarm on the country's penal and judicial infrastructure, condemning severe prison overcrowding—locally known as "pakétass"—as a degrading and inhumane practice. To resolve this, he called for the urgent construction of modern detention facilities

and courtrooms, alongside critical legislative reforms. Rather than relying solely on ministerial circulars, Mr. Kandji stressed that lawmakers must rewrite outdated laws to grant judges greater discretion to curtail automatic pretrial detentions, while also significantly increasing the number of overworked investigating magistrates to manage an overwhelming national caseload. Beyond legal reforms, the Ombudsman highlighted two escalating social crises: unchecked land privatization and the hidden struggles of children with special needs. He warned that the indiscriminate sale of national land, particularly around Dakar and Thiès, is a "ticking time bomb" that threatens future agricultural sustainability in the face of rapid population growth. Concurrently, he emphasized the severe lack of medical infrastructure for children with autism and other special needs, who are often hidden by their families or abandoned to traditional healers, though he praised the current administration's swift commitment to addressing these structural inequalities.



MEDIATOR OF DJIBOUTI

Djibouti Ombudsman Delegation Joins African Counterparts in Namibia for Advanced Forensics and Artificial Intelligence Training



A delegation from the Ombudsman's Office of the Republic of Djibouti attended a specialized training on forensic investigations and digital case management in Windhoek, Namibia, from July 21 to 24. Organized by the African Ombudsman Research Centre (AORC), the summit aimed to equip national oversight bodies with the technical frameworks necessary to integrate digital technologies into their daily investigative workflows.

Represented by Zahra Mohamed Bogoreh, Head of the Complaints Department, the Djibouti Ombudsman team focused on standardizing the cycle of forensic medical investigations. By adopting globally recognized,

evidence-based data collection models, the Djibouti Ombudsman intends to systematically upgrade its institutional capacity to process complex citizen grievances and enforce administrative accountability.

Additionally, the training explored the strategic implementation of Artificial Intelligence in processing public complaints. The delegates evaluated how AI-driven tools can directly complement existing digital case management software to accelerate data processing and modernize the operational capabilities of African mediation institutions.



OMBUDSMAN OF GAMBIA

Gambian Ombudsman and International Oversight Bodies Coalition Launch Urban Security Reform Campaign in Banjul

A coalition of Gambian and international oversight bodies, including the Office of the Ombudsman of Gambia and the UN Human Rights Office, has launched a 15-day Security Sector Reform (SSR) advocacy campaign in the Greater Banjul Area. Running from July 6 to 24, Phase Two of the national strategy shifts focus to urban centers, specifically Banjul and the Kanifing Municipality, to bridge the communication gap between security forces and the civilian population.

The initiative aims to restore public confidence heavily fractured by past human rights abuses documented by the Truth, Reconciliation and Reparations Commission (TRRC). By engaging marginalized groups, community leaders, and law enforcement personnel, the campaign seeks to educate citizens on administrative complaint mechanisms and transition the state toward a human-centered security framework rooted in transparency and accountability.

Officials from the Office of the Ombudsman of Gambia and partner agencies emphasized that the reform process is designed to protect both the public and security officers through strict, impartial oversight. The coalition plans to reach over 13,500 Gambians through targeted accountability sessions and interactive broadcasts, ensuring comprehensive civilian participation in the ongoing democratic transition.

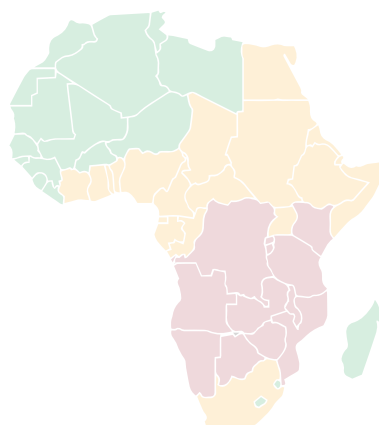


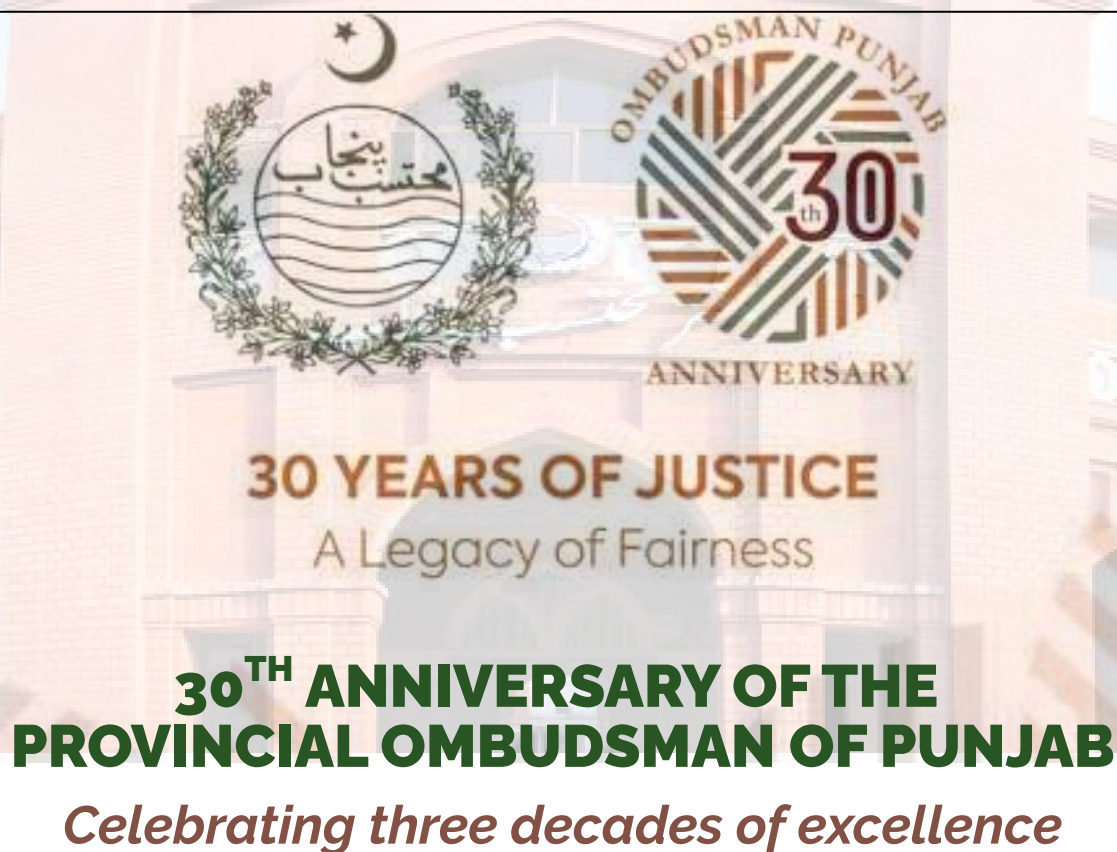
Ombudsman of Gambia Opens Central River Region Office in Janjanbureh to Expand Access to Administrative Justice for the Aggrieved Citizens



The Office of the Ombudsman of Gambia (an OICOA Member Institution) opened a regional office in Janjanbureh, extending its presence in the Central River Region. Governor Ousman Bah formally inaugurated the office at a ceremony attended by Ombudsman of Gambia, Hon'ble Mr. Bakary K. Sanyang, representatives of public institutions and community leaders.

Mr. Sanyang explained the ombudsman institution's responsibilities in resolving grievances, overseeing asset declarations, monitoring elections and visiting detention facilities. The governor of Janjanbureh pledged support for the decentralisation programme and proposed involving Ombudsman staff in regional outreach activities to increase public awareness of their services.





The Office of the Ombudsman Punjab, Pakistan, under the leadership of Hon'ble Ms. Ayesha Hamid, Ombudsman Punjab, OICOA Member, and First Vice-President of the International Ombudsman Institute (IOI), is set to commemorate its 30th anniversary with a landmark international conference to be held from 7–9 October 2026 in Lahore, Pakistan.

The three-day conference will mark three decades of the institution's work in advancing administrative justice, accountability, transparency and the protection of citizens' rights. It is expected to bring together Ombudsman institutions and distinguished delegates from across the world, providing an opportunity to exchange experiences and best practices and to deliberate on contemporary challenges and emerging trends in ombudsmanship.

The conference will be held under the theme "Role of Ombudsman Institutions in Strengthening Accountability, Governance, and Citizens' Rights." Through discussions and institutional exchanges, the event will seek to strengthen international cooperation, encourage dialogue among Ombudsman institutions and explore innovative approaches to advancing good governance and effective public service delivery.

The 30th Anniversary International Conference will be attended by ombudsmen and mediators from across the globe and is set to serve not only as a commemoration of an important institutional milestone for the Office of the Ombudsman Punjab, but also as an opportunity to look ahead at the evolving role of Ombudsman institutions in promoting citizen-centred governance and administrative justice.

Institutionalization of Human Rights: Bridging the Gap Between Universal Norms and Practical Realities

**An OICOA Training Session held in collaboration with
Advisor to the Minister of Justice of Türkiye and Former Chairman of Turkish
Human Rights & Equality Institution, Hon'ble Professor Dr. Muharrem Kılıç**



The OIC Ombudsman Association (OICOA) recently convened a comprehensive training session focused on the institutionalization of human rights, bridging the gap between universal norms and practical realities. Chaired by OICOA Secretary General Hon'ble Mr. Zafar Hijazi and moderated by Executive Secretary Mr. Almas Ali Jovindah, the webinar drew participation from over 35 member institutions across more than 25 countries, alongside interns from Pakistan's Federal Tax Ombudsman. The session featured an in-depth presentation by Professor Dr. Muharrem Kılıç, an eminent Turkish legal scholar, advisor to the Minister of Justice of Türkiye, and former Chairman of the Human Rights and Equality Institution of Türkiye.

Opening the session, OICOA Secretary General Hon'ble Mr. Zafar Hijazi emphasized that human rights only become meaningful when institutions can effectively uphold and protect them with independence and public confidence. He highlighted the urgency of translating human rights ideals into institutional reality, particularly in light of the severe human rights violations and acts of genocide currently unfolding in the Palestinian territories under Israeli occupation. Mr. Hijazi noted that Ombudsman institutions play a critical role at the intersection of rights administration and public accountability, making capacity-building initiatives essential for strengthening cooperation across OICOA's membership.

In his keynote address, Professor Dr. Muharrem Kılıç provided a detailed examination of the historical evolution and structural imperatives of National Human Rights Institutions (NHRIs). He traced the widespread emergence of these bodies to the post-Cold War era and the wave of democratization in the 1990s, anchored by the adoption of the Paris Principles and the Vienna Declaration in 1993. Dr. Kılıç explained that the post-Cold War period necessitated the internationalization of human rights norms, which in turn required strong domestic institutions to promote and protect these principles at the national level. He stressed that recognizing human rights universally is insufficient without localizing them to fit the specific social, cultural, and political realities of individual nations. Dr. Kılıç also analyzed varying structural models of human rights bodies, such as Ombudsman institutions, human rights commissions, and hybrid models, arguing that effective protection often requires multiple specialized institutions working complementarily rather than a single

single unified entity. He outlined the diverse functions these bodies must perform to remain effective, which include handling citizen complaints, providing public education, advising governments, conducting thematic research, and utilizing public advocacy strategies to highlight human rights violations. Addressing the challenges of legitimacy, Dr. Kılıç warned against the "illusion of compliance," where states establish human rights institutions primarily to deflect international criticism rather than to enact genuine change. To combat this, he asserted that ombudsman institutions must possess genuine operational independence, adequate financial resources, broad mandates, and a willingness to engage cooperatively with civil society. By maintaining these standards, Ombudsman institutions and NHRIs can successfully serve as a vital bridge between international human rights standards and domestic administrative practices, ensuring justice and equality for vulnerable populations.



INTEGRITY & ANTI-CORRUPTION COMMISSION OF THE KINGDOM OF JORDAN

Hon'ble Mr. Hazem Al-Majali Presents the Annual 2025 Report of JIACC to the King of Jordan His Majesty King Abdullah II

Jordan's King Abdullah II received the 2025 annual report of the Integrity and Anti-Corruption Commission (JIACC) from its Chairman Hon'ble Mr. Hazem Al-Majali in Amman on Sunday. During the handover, the King emphasized the critical need to continuously build public trust in national institutions, directing the Commission to foster an investment-friendly economic climate by strictly enforcing integrity standards across all state bodies.

The 2025 report revealed that the JIACC successfully recovered, helped recover, or prevented the squandering of approximately 79 million Jordanian dinars in public funds. Over the course of the year, the anti-graft authority actively escalated its enforcement measures, referring 298 distinct investigative files directly to the Public Prosecutor.

The high-level meeting, attended by Royal Hashemite Court Chief Yousef Hassan Al-Issawi and Director of the King's Office Alaa Al-Batayneh, aligns with the state's broader transparency goals. The briefing follows the recent launch of the National Integrity and Anti-Corruption Strategy 2026-2030, a five-year roadmap officially unveiled under Royal patronage last December during International Anti-Corruption Day.



Jordan's Integrity Commission Trains State Officials on Judicial Police Procedures and Economic Crime Investigations

Jordan's Integrity and Anti-Corruption Commission (JIACC) recently organized a specialized training program focused on judicial police procedures and the legal integrity of criminal case files. Administered by the Commission's Innovation and Training Center, the initiative aimed to enhance the operational capacities and legal skills of public administration employees who hold judicial law enforcement authority.



The training provided state workers with rigorous instruction on proper seizure and inspection protocols, emphasizing the strict governance required during field operations. Participants received detailed briefings on the exceptional jurisdiction granted to judicial police when investigating complex economic crimes, highlighting how modernizing these administrative practices is essential to building legally sound criminal cases. The capacity-building program drew participation from a broad coalition of state regulatory and financial bodies. Attendees included designated personnel from the Ministries of Industry, Trade and Supply, and Tourism and Antiquities, alongside investigators from the Standards and Metrology Organization, Jordanian Customs, the Income and Sales Tax Department, and the Jordan Food and Drug Administration.

Jordanian Integrity and Anti-corruption Commission Trains State Workers and Security Forces to Embed Anti-graft Standards Across State Operations

Jordan's Integrity and Anti-Corruption Commission (JIACC) has expanded its nationwide awareness campaign, partnering with a broad coalition of public administration bodies to embed anti-graft standards across state operations. The ongoing educational initiative is designed to familiarize public servants with the Commission's regulatory frameworks and enforce strict compliance with national integrity benchmarks.

Driving the initiative, the JIACC's Integrity and Prevention Directorate conducted seven specialized outreach sessions targeting critical national infrastructure and financial bodies. The meetings engaged officials at the Ministry of Energy and Mineral Resources, the General Customs Department, the Jordan Atomic Energy Commission, the Housing and Urban Development Corporation, the Hajj Fund, the Alimony Advance Fund, and Yarmouk Hospital.

In parallel with its civilian public sector outreach, the Commission collaborated directly with the Public Security Directorate. Together, they delivered targeted anti-corruption lectures for law enforcement personnel at the Human Rights Training Center and the Criminal Investigation Center. During the briefings, JIACC lecturers outlined the Commission's dual mandate of proactive administrative prevention and strict criminal law enforcement. Participants were trained on the specific metrics of the National Integrity Index and briefed on the severe socio-economic and political consequences of corruption, reinforcing the state's zero-tolerance policy among frontline government workers.



Jordanian Anti-graft and Cybersecurity Agencies Launch Joint Campaign with JIACC to Combat Digital Corruption



Jordan's Integrity and Anti-Corruption Commission (JIACC), in partnership with the National Cyber Security Center (NCSC), has launched its fourth national digital media campaign to combat online graft and secure state infrastructure. Operating under the slogan "With Cybersecurity We Protect... And With Integrity We Rise," the joint initiative aims to embed digital responsibility among public servants and fortify the state's electronic systems against emerging technological vulnerabilities.

Speaking at the launch event, JIACC Chairman Hazem Al-Majali emphasized that fighting public sector corruption in the digital era requires more than standard

legal procedures; it demands a robust cybersecurity framework to protect public funds and sensitive data. Noting that both traditional and digital corruption rely on exploiting systemic loopholes for illicit gain, Mr. Al-Majali unveiled the campaign's core operational message: "Digital corruption starts with a click, but integrity starts with awareness."

NCSC Chairman Eng. Muhammad Al-Smadi echoed these directives, stressing that technological defenses are only as strong as the human operators behind them. He called for an immediate shift from passive user protection to active user participation in state digital security. The ceremony concluded with the honoring of the top three winners of the 2026 "Cyber Aware" competition, an interactive national initiative designed to test and enhance public decision-making in high-risk digital environments.



FEDERAL OMBUDSMAN OF PAKISTAN



World Bank Country Director for Pakistan Called on the Federal Ombudsman of Pakistan, Hon'ble Mr. Naveed Kamran Baloch

Pakistan's Federal Ombudsman, OICOA Member, and President of Asian Ombudsman Association and Forum of Pakistan Ombudsmen, Hon'ble Mr. Naveed Kamran Baloch, hosted Ms. Bolormaa Amgaabazar, the World Bank's Country Director for Pakistan, for an official meeting at the Federal Ombudsman Secretariat in Islamabad on 9th September.

During the session, the two officials discussed strategic areas of mutual institutional interest, focusing heavily on governance reform, institutional capacity building, and transparent public service delivery. The discussion centered on exploring collaborative efforts to strengthen Pakistan's administrative accountability frameworks and enhance the Federal Ombudsman's primary mechanisms for public grievance redressal against federal agencies.

Hon'ble Naveed Kamran Baloch Hosts the Ombudsman of Azad Jammu & Kashmir at the Federal Ombudsman Secretariat in Islamabad

The Ombudsman of Azad Jammu and Kashmir (AJ&K) and OICOA Member, Hon'ble Mr. Arif Khan Rathore called on Pakistan's Federal Ombudsman and OICOA Member, Hon'ble Mr. Naveed Kamran Baloch, on the sidelines of the 33rd meeting of the Forum of Pakistan Ombudsmen.

During the meeting, the two officials discussed collaborative strategies to enhance public grievance redressal mechanisms and resolve pressing administrative issues within AJ&K. The dialogue centered on institutional capacity building, sharing operational best practices, and streamlining bureaucratic processes to improve regional public service delivery.



Concluding the session, Mr. Naveed Kamran Baloch assured the AJ&K Ombudsman of his office's full technical and institutional backing. He reaffirmed the Federal Ombudsman Secretariat's commitment to empowering the AJ&K Ombudsman institution, to ensure it is fully equipped to tackle local administrative and implementation challenges and uphold accountability of state functionaries to provide redressal of grievances for the AJ&K citizens.

Hon'ble Mr. Naveed Kamran Baloch Holds a Meeting with Chairman of National Accountability Bureau for Exploring Institutional Collaboration to Combat Corruption

Pakistan's Federal Ombudsman and OICOA Member, Hon'ble Mr. Naveed Kamran Baloch, met with the Chairman of the National Accountability Bureau (NAB), Lt. Gen. (Retd.) Nazir Ahmed Butt, in Islamabad on Wednesday to discuss expanding inter-agency cooperation. Both parties emphasized the critical need to align their respective oversight mechanisms to promote transparency, enforce strict accountability, and ensure good governance across all state institutions. During the briefing, Ombudsman Baloch outlined his office's expanding capacity to combat public sector maladministration, noting that the agency successfully resolved over 261,000 citizen complaints in 2025. Driven by a decentralized network of regional offices operating across 28 cities to deliver free and swift justice to remote areas, he projected that complaint resolutions will exceed 270,000 by the end of the current year.



Chairman of Pakistan's National Accountability Bureau praised the Federal Ombudsman's widespread operational impact and efficiency in resolving public grievances. Concluding the meeting, both the parties agreed to maximize their joint efforts to systematically tackle administrative and financial irregularities within the government framework.

By establishing a direct operational link between the Federal Ombudsman of Pakistan and Pakistan's premier criminal anti-corruption watchdog, the heads of both these institutions are attempting to close the systemic loopholes that frequently allow lower-level mismanagement to metastasize into institutional corruption.

Federal Ombudsman of Pakistan Appoints Grievance Commissioner for the Business Community to Eliminate Trade Bottlenecks and Boost Ease of Doing Business

In a targeted move to cut through bureaucratic red tape, Pakistan's Federal Ombudsman has officially appointed a dedicated "Grievance Commissioner for the Business Community" (GCBC) to shield trade and industry from administrative overreach and maladministration of federal government authorities. Operating from the Islamabad Secretariat of Federal Ombudsman, the newly established office is designed to provide the private sector with a swift, statutory mechanism to bypass lengthy legal battles and directly resolve disputes with government departments.

Armed with powers under the 1983 President's Order and the 2013 Federal Ombudsmen Institutional Reforms Act, the Commissioner is mandated to intervene in cases of regulatory delays, licensing blockades, and the arbitrary enforcement of federal laws. Rather than relying on protracted formal proceedings, the GCBC will prioritize conciliation and mediation to quickly resolve operational bottlenecks that frequently stall commercial activities and foreign investments. Beyond addressing individual corporate complaints, the office has been tasked with diagnosing systemic flaws within federal agencies and recommending binding administrative reforms. For Islamabad, the initiative represents a critical pillar of its broader "ease-of-doing-business" agenda, signaling to local chambers of commerce and international trade bodies that the state is actively working to dismantle the administrative friction hindering economic growth. The Federal Ombudsman plans to present this specialized oversight model to member states of the Asian Ombudsman Association as a blueprint for business-centric governance.

Under the leadership of Hon'ble Naveed Kamran Baloch, Federal Ombudsman of Pakistan's AI Vision Takes Justice To Doorsteps, Guarantees Swift Decisions Within 60 Days

Pakistan's Federal Ombudsman and OICOA Member, Hon'ble Mr. Naveed Kamran Baloch, has integrated artificial intelligence and digital forensic systems into the national public grievance framework, enforcing a strict 60-day deadline for federal agencies to implement his office's decisions. Speaking on national television on Saturday, Baloch outlined how these technological upgrades are rapidly decentralizing administrative justice and holding state institutions accountable.

Underscoring the massive scale of public sector maladministration, Mr. Baloch revealed that the Federal Ombudsman Secretariat processed over 256,000 cases last year. To handle the volume, the Ombudsman now relies on AI-driven casework analysis while personally reviewing up to 1,000 complaints daily. Beyond digital processing, the office has aggressively expanded its physical oversight by establishing monitoring cells and embedding focal persons within high-friction state entities, including NADRA, the Benazir Income Support Programme (BISP), airports, and the national power sector.



Hon'ble Mr. Naveed Kamran Baloch emphasized that the technological shift is specifically designed to protect the state's most vulnerable demographics, noting that underprivileged citizens account for nearly 90 percent of the agency's caseload. By opening up complaint intake across social media, dedicated phone lines, and physical offices, and by coordinating with the Foreign Secretary to fast-track issues for overseas Pakistanis, the Federal Ombudsman of Pakistan aims to establish a fully transparent, accessible, and highly responsive pillar of administrative accountability.



FEDERAL OMBUDSPERSON FOR PROTECTION AGAINST HARASSMENT

Pakistan's Federal Ombudsperson for Protection Against Harassment Conducts Legal Awareness Event for Pakistan Post employees on Enforcement of Anti-Harassment Act of 2010

In an attempt to bridge the gap between legislative protections and workplace realities, Federal Ombudsperson of Pakistan for Protection Against Harassment of Women at Workplace and OICOA Member, Hon'ble Ms. Fauzia Viqar addressed Pakistan Post employees in Karachi. She emphasized that exercising legal rights fundamentally begins with knowing they exist. The specialized awareness session, spearheaded by the FOSPAH Secretariat in collaboration with the Shaheed Zulfiqar Ali Bhutto University of Law (SZABUL), centered on the rigorous enforcement of the Protection Against Harassment of Women at the Workplace Act, 2010.



Ms. Fauzia Viqar's placed emphasis on dismantling the informational barriers that often prevent employees from reporting workplace misconduct. By bringing legal literacy directly to the staff of major state institutions, FOSPAH is actively working to transition the 2010 legislation from a theoretical statutory safeguard into an actionable, on-the-ground defense mechanism for civil servants. The ongoing campaign is designed to foster secure, equitable, and accountable working environments across Pakistan's public sector by ensuring that employees are fully educated on the state's grievance redressal mechanisms and their operational rights.

Pakistan's Federal Ombudsperson for Protection Against Harassment Concludes Summer Internship Programme to Promote Workplace Dignity and Gender Equality



The Federal Ombudsperson Secretariat for Protection Against Harassment (FOSPAH) concluded its Summer Internship Programme 2026, providing interns from diverse academic backgrounds, including media, finance and law, with practical exposure to its work in protecting workplace dignity and promoting gender equality.

Participants received orientation on FOSPAH's legal mandate, organizational structure and quasi-judicial functions under the Protection Against Harassment of Women at the Workplace Act. Through exposure to complaint handling, case proceedings and inquiry procedures, they gained a clearer understanding of how the Secretariat addresses grievances and provides redress against workplace harassment. The programme combined workshops on workplace harassment laws and gender sensitization with opportunities to develop skills in media relations, financial management, legal research and drafting. Mentorship from FOSPAH's advisors complemented this learning, while briefings on outreach

and awareness initiatives introduced interns to the institution's efforts to improve understanding of workplace rights and available complaint mechanisms.

Beyond rigorous legal training, the intensive program incorporated targeted workshops on gender sensitization, institutional financial management, and public outreach strategies. By institutionalizing mentorship from the Federal Ombudsperson Hon'ble Ms. Fauzia Viqar and senior advisors of the Secretariat, FOSPAH is strategically investing in youth engagement to cultivate a specialized workforce capable of identifying, documenting, and dismantling systemic harassment across Pakistan's public and private sectors.

Access to Justice Goes Digital: Pakistan's Federal Ombudsperson for Protection Against Harassment Launches App to Track Workplace Abuse Complaints



In a major leap toward digital governance, the Federal Ombudsman Secretariat for Protection Against Harassment (FOSPAH) officially launched its modernized Complaint Management System (CMS), mobile application, and revamped website at its Islamabad headquarters today. Inaugurated by Federal Minister for Law and Justice H.E. Mr. Azam Nazeer Tarar, the technological rollout is designed to democratize access to justice, enforce institutional transparency, and eliminate physical bureaucratic hurdles for victims of workplace harassment.

Detailing the operational shift, Federal Ombudsperson and OICOA Member Hon'ble Ms. Fauzia Viqar explained that complainants can now create verified central accounts using their National Identity Cards (CNIC), email addresses, and mobile numbers. This integrated portal allows users to securely file, track, and receive real-time updates and legal notices across multiple cases, completely bypassing the need for physical office visits or postal mail. Ms. Viqar noted that the strict digital verification process will inherently filter out frivolous and unverified claims, while giving FOSPAH administrators the backend tools to monitor case velocity and pinpoint procedural delays. Through this digitization, the agency is aggressively targeting a 70 to 80 percent reduction in physical paperwork as it transitions toward a fully paperless environment.

Looking ahead, Hon'ble Fauzia Viqar announced that FOSPAH's next developmental phase will deploy Artificial Intelligence and data analytics to assist citizens in drafting formal applications and to generate a fully searchable, public database of institutional judgments. The digital overhaul was executed with critical infrastructural support from Minister for IT and Telecommunication H.E. Shaza Fatima Khawaja and National Information Technology Board (NITB) CEO Mr. Faisal Iqbal Ratyal. The ceremony concluded with Law Minister H.E. Azam Tarar lauding the agency's tech-driven evolution and receiving a commemorative shield and the institutional annual report, while the NITB technical team was awarded certificates for their foundational role in the project.

Hon'ble Ms. Fauzia Viqar Presents the 2025 Annual Report of Federal Ombudsperson for Protection Against Harassment to President of Pakistan

Federal Ombudsperson of Pakistan and OICOA Member, Hon'ble Ms. Fauzia Viqar presented the 2025 Annual Report of the Secretariat for Protection Against Harassment (FOSPAH) to President of Pakistan H.E. Mr. Asif Ali Zardari at Aiwan-e-Sadr, detailing a record-breaking 375 percent surge in national grievance registrations. Receiving the comprehensive operational review, President Zardari lauded FOSPAH's vital role in safeguarding citizens against harassment and urged to further tighten its internal monitoring to guarantee swift, merit-based justice for victims of workplace harassment. Ms. Fauzia Viqar outlined FOSPAH's expanding institutional footprint for the 2024-25 period. She reported that the Secretariat handled 1,119 workplace harassment complaints, successfully resolving 1,047. Additionally, demonstrating the office's broadened statutory jurisdiction, Ms. Viqar informed the President that FOSPAH processed 352 property deprivation disputes, while delivering conclusive verdicts in 238 cases. Acknowledging the FOSPAH's caseload and efficient clearance rate, President Zardari commended Ms. Viqar's leadership in enforcing workplace equity. He also urged FOSPAH to aggressively scale up its public awareness campaigns, to ensure that the country's workforce is fully educated on its state-backed legal protections.





FEDERAL BANKING OMBUDSMAN OF PAKISTAN

Federal Banking Ombudsman of Pakistan Calls on Hon'ble Chief Justice of Pakistan

OICOA Member and Federal Banking Ombudsman of Pakistan, Hon'ble Mr. Sirajuddin Aziz, called on the Hon'ble Chief Justice of Pakistan, Mr. Yahya Afridi, at the Supreme Court of Pakistan on 7th July 2026.

During the meeting, matters related to the strengthening of banking dispute resolution and ongoing reform initiatives in the banking sector were discussed. The interaction followed the recent high level consultation convened by the Hon'ble Chief Justice, in his capacity as the Chairman of the Law and Justice Commission of Pakistan, to identify legislative and procedural reforms aimed at improving the efficiency of banking litigation and promoting Alternative Dispute Resolution mechanisms.



During the meeting, Hon'ble Mr. Sirajuddin Aziz apprised the Chief Justice of the Federal Banking Ombudsman's complaint disposal performance, stating that 36,280 complaints were disposed of in 2025 despite 13,793 complaints having been brought forward and 35,130 fresh complaints received during the year, resulting in an 8% reduction in overall pendency. The institution also provided relief amounting to Rs. 1.87 Billion to banking customers, with the entire complaint redressal mechanism remaining free of cost for complainants.

The Hon'ble Chief Justice applauded the efforts of the Banking Ombudsman in swiftly disposing off a substantial number of cases and providing significant relief to the banking customers. Mr. Sirajuddin Aziz reaffirmed the Banking Ombudsman's commitment to supporting measures aimed at improving banking dispute resolution through enhanced institutional cooperation and exchange of best practices. The meeting concluded with a mutual commitment of both parties to promote efficient, transparent, and citizen centered mechanisms for the resolution of banking disputes and to strengthen institutional collaboration in support of broader justice sector reforms.

Federal Banking Ombudsman of Pakistan Provides Relief of Over Rs 1.87 Billion to Aggrieved Banking Customers in 2025

The Federal Banking Ombudsman of Pakistan has provided relief of over Rs 1.87 billion to the Banking Customers by disposing of 36,280 complaints against commercial banks during the calendar year 2025. It may be added here that last year (2024), monetary relief amounting to Rs 1.65 billion was provided by resolving 27,753 complaints. According to the Banking Ombudsman's Annual Report for the year 2025, out of 36,280 complaints disposed of during the year, 32,002 complaints were resolved amicably through reconciliation, while 1,973 complaints were decided after a record (2,206) formal hearings held at various centres of the country. At least 2,305 complaints were disposed of / rejected being incomplete, frivolous or due to lack of jurisdiction of Banking Ombudsman. During the year under review, 35,130 complaints were received, while 13,793 complaints were brought forward from the previous year, according to the Annual Report.

Complaints relating to the banking sector received through the Prime Minister's Portal totalled 7,342 during the year under review compared to 7,193 complaints received last year (2024), reflecting a 2% increase, while 27,788 complaints were lodged directly with the Banking Ombudsman during 2025, showing an increase of 18% compared to 23,409 complaints received in the preceding year (2024). According to the Annual Report, there was an overall increase of 15% in the total number of complaints received during the year 2025 as compared to the previous year (2024). However, a significant improvement (31% increase) was observed in the disposal of complaints, as pendency of cases was reduced by 8%.

There was a massive surge of complaints during the year 2025 due to increasing use of digital and electronic platforms as well as the growth in Mobile and Digital applications. According to the breakup of major complaints, there is a massive increase in the number of complaints relating to internet banking/IBFT/E-Commerce/Mobile App/ Digital Banking as these have shot up to 5345 in 2025 from 4535 in 2024. The number of complaints regarding frauds have also risen to 4615 in 2025 from 4171 as of last year (2024). The complaints with regard to blockage/dormancy of accounts etc. have jumped to 4766 in 2025 from 3208 in 2024. The complaints regarding service inefficiency/ delays etc. have also gone up to 3596 in 2025 from 2673 in 2024. On the other hand, complaints relating to consumer products (credit/debit cards, personal/auto/ agri. loans etc.) have gone down to 2315 in 2025 from 2871 in 2024. The complaints pertaining to ATMs have also come down to 1839 in 2025 from 2144 during last year (2024).

Hon'ble Mr. Sirajuddin Aziz Presents Annual Report 2025 to the Governor of State Bank of Pakistan

Governor of the State Bank of Pakistan, Mr. Jameel Ahmad, appreciated the performance of Federal Banking Ombudsman of Pakistan during a meeting with Banking Mohtasib Mr. Sirajuddin Aziz, who presented the institution's Annual Report for 2025. Senior Advisor Mr. Farhat Saeed accompanied Mr. Aziz at the meeting, held at the Governor's Office.

Under the leadership of Mr. Sirajuddin Aziz, Federal Banking Ombudsman of Pakistan disposed of 36,280 complaints during 2025 and provided Rs1.87 billion in relief to banking customers. Despite receiving 35,130 fresh complaints alongside 13,793 cases carried forward from the previous year, the institution reduced its overall pending caseload by approximately eight per cent. Its complaint redress services remained free of cost to complainants.

The Governor of State Bank lauded these remarkable statistics and the institution's contribution to providing accessible relief to customers facing disputes with banks. Discussions during the meeting also focused on strengthening institutional cooperation to improve complaint handling, support fair treatment of customers and promote confidence in banking services.



PRESIDENTIAL SECRETARIAT OF PAKISTAN

Justice Retd. Irfan Qadir Chaired a Meeting with all Five Federal Ombudsmen of Pakistan at the Presidential Secretariat



Consultant on Legal Affairs to the President of Pakistan, Hon'ble Justice (Retd.) Irfan Qadir, chaired a meeting of all five Federal Ombudsmen of Pakistan at Aiwan-e-Sadr on 15 July 2026 to review outstanding legal issues affecting Ombudsman institutions in Pakistan.

Convened in light of recent developments, the meeting brought the Ombudsmen together to examine difficulties in implementing their recommendations and the legal challenges confronting their offices. Discussions also focused on the administrative and financial autonomy granted to Ombudsman institutions under their respective statutes, and the issues affecting the exercise of those powers. Justice (Retd.) Irfan Qadir assured the Ombudsmen of his support in addressing these issues and bringing the ongoing challenges to the attention of the President of Pakistan and the relevant authorities.

He also commended the steadfast resolve of the ombudsmen in discharging their mandates and acknowledged their role in providing aggrieved citizens with a reliable, cost-free alternative to conventional court proceedings in Pakistan.



PROVINCIAL OMBUDSMAN OF PUNJAB

Pakistan's Provincial Ombudsman of Punjab Hon'ble Ms. Ayesha Hamid Participates in Uzbekistan Conference on Protecting Human Rights in the Digital Age



The Office of the Ombudsman Punjab participated in an international conference on human rights protection in the context of digital transformation, held in Uzbekistan on 20th August 2026. The conference brought together Ombudsman institutions and international representatives to examine the challenges of safeguarding rights and ensuring equal participation in an increasingly digital world.

The delegation was led by Ombudsman of Punjab and OICOA Member, Hon'ble Ms. Ayesha Hamid, Ombudsman Punjab, and Mr. Kaiser Saleem, Secretary, Office of the Ombudsman Punjab. They were accompanied by Ms. Abeera Tanveer, Assistant Director, and Mr. Khalid Ali Goraya, Assistant Director (Coordination-II).

Discussions focused on women's rights and gender equality in the digital sphere, the protection of young people's rights online, and access to inclusive digital services for persons with disabilities. These themes placed particular emphasis on ensuring that technological progress supports equal participation and protects the rights of people who may face barriers to digital access.

Punjab Ombudsman Hosts Civil Services Academy Probationary Officers for Four-Day Training on the Public Accountability Mechanisms and Digital Complaint Management

The Office of the Ombudsman Punjab concluded a comprehensive four-day capacity-building program on July 23, training probationary officers from the Civil Services Academy in the mechanics of administrative justice and state accountability. The interactive sessions were designed to bridge the gap between theoretical governance and the practical realities of public grievance redressal across the province.

During the briefings, the incoming civil servants were detailed on the Ombudsman's extensive operational footprint, which spans a central headquarters and 39 regional offices. Punjab Ombudsman officials focused heavily on institutional innovation, demonstrating the integration of the office's ISO 9001:2015-certified Quality Management System. The delegation was also trained on proprietary digital tracking platforms, including the Ombudsman Punjab Management Information System (OPMIS) and the Complaint Management Information System (CMIS), highlighting how the state is deploying technology to accelerate service delivery and cut through bureaucratic delays.

To anchor the theoretical frameworks, the probationary officers conducted a field visit to the Lahore Regional Office to observe the complete lifecycle of citizen complaints. The hands-on engagement allowed the future bureaucrats to witness the frontline registration and redressal processes, while reviewing the Ombudsman of Punjab's broader public outreach initiatives designed to educate citizens on their administrative rights.



Ombudsman Punjab Directs Enforcement of Teacher's Reinstatement Order within 45 Days



Ombudsman Punjab and OICOA Member Hon'ble Ms. Ayesha Hamid has directed the Chief Executive Officer (CEO), Education, Rawalpindi, to enforce an order reinstating a teacher unlawfully dismissed by a private school in Gujar Khan. Declaring the District Education Authority's failure to implement its own decision an act of maladministration, she set a 45-day deadline for compliance.

The case concerns Ms. Nabeela Shaheen, a teacher at DIL Foundation School in Ranjali, Gujar Khan tehsil, whose dismissal by the school's management was found to violate applicable rules. An inquiry conducted by the Deputy District Education Officer, Gujar Khan, upheld her complaint. Following the inquiry, the CEO Education Rawalpindi issued written directions requiring the school to reinstate Ms. Shaheen, clear her outstanding dues and compensate her for mental suffering.

However, the District Education Authority failed to ensure that these directions were implemented, leaving the teacher without the relief already ordered in her favour. Taking notice of this administrative failure, Provincial Ombudsman of Punjab Hon'ble Ms. Ayesha Hamid directed the CEO to ensure compliance by the school within the stipulated period. The directions require the restoration of Ms. Shaheen to her position and payment of all withheld salaries and outstanding dues in accordance with the law.

Office of the Ombudsman Punjab Conducts Training Session in Collaboration with OIC Ombudsman Association on 'Hearing the Silent Complainant: Reaching the Unheard, Unaware, and Unrepresented'

The Office of the Ombudsman Punjab, in collaboration with the OIC Ombudsman Association (OICOA) Secretariat, successfully conducted an international training session titled "Hearing the Silent Complainant: Reaching the Unheard, Unaware, and Unrepresented." The session focused on strengthening institutional outreach strategies to improve access to grievance redressal services for marginalized, underserved, and remote communities.



The training was delivered by Mr. Ahmad Yar Khan (Advisor Research), Office of the Ombudsman Punjab, who shared the office's experience in developing citizen-centric outreach mechanisms, including best practices for engaging vulnerable populations. The session was presided over by Hon'ble Ms. Ayesha Hamid (Ombudsman Punjab and OICOA Member), who emphasized the Office's commitment to continuous capacity building, staff development, and the adoption of modern approaches to ensure accessible, compassionate, and effective grievance redressal.

The training was attended by 42 participants representing Ombudsman institutions from Türkiye, Azerbaijan, Morocco, Côte d'Ivoire, and the Gambia, along with delegates from Pakistan, including the Federal Ombudsman, Federal Tax Ombudsman, Federal Banking Ombudsman, Federal Ombudsperson for Protection against Harassment, Provincial Ombudsman Sindh, Provincial Ombudsman Khyber Pakhtunkhwa, and interns from the Federal Tax Ombudsman's Summer 2026 Internship Programme. The training session was moderated by OICOA Executive Secretary, Mr. Almas Ali Jovindah. During the interactive discussion, the representative from the Office of the Mediator of Morocco shared innovative outreach initiatives adopted by their institution to improve engagement with remote and vulnerable communities, fostering a valuable exchange of international best practices in citizen outreach and administrative justice.



PROVINCIAL OMBUDSPERSON OF PUNJAB

Hon'ble Dr. Najma Afzal Khan Addresses an Awareness Seminar in Rawalpindi to Promote Awareness of Women's Rights and Protection Against Workplace Harassment

An awareness seminar on women's rights and workplace protection was held in Rawalpindi to inform participants about their legal rights and the mechanisms available for seeking redress against harassment. Punjab Ombudsperson and OICOA Member Hon'ble Dr. Najma Afzal Khan attended as chief guest, emphasizing the importance of accessible justice and safe working environments.

In her address, Dr. Najma highlighted Punjab's Chief Minister H.E. Ms. Maryam Nawaz Sharif's vision of bringing protection of women's rights closer to communities. She stressed that workplace harassment is a punishable offence and that institutions have a responsibility to provide an environment where people can work with dignity and security. Law Officer of Provincial Ombudsperson of Punjab Mr. Raja Adnan Azhar briefed participants on workplace harassment legislation and its application. The session highlighted the requirement for public and private institutions to establish three-member anti-harassment inquiry committees and display the prescribed Code of Conduct at workplaces. These measures were presented as essential components of institutional accountability and effective protection against harassment. Dr. Najma Afzal Khan also explained that both women and men can approach the Office of the Ombudsperson Punjab with complaints of workplace harassment. She underscored the role of awareness seminars across the province in helping people recognize harassment, understand their rights and seek relief through the available legal mechanisms.



Dr. Najma Afzal Khan Called on Sindh's Provincial Ombudsman for Protection Against Harassment to Discuss Inter-institutional Cooperation

Punjab Ombudsperson and OICOA Member Hon'ble Dr. Najma Afzal Khan met Sindh Ombudsman for Protection Against Harassment Hon'ble Justice (Retd.) Shahnawaz Tariq at his office in Karachi to discuss interprovincial cooperation in preventing workplace harassment and promoting employee dignity and safety.

The discussions focused on strengthening cooperation between the two institutions and supporting workplaces where employees can perform their duties in a respectful, secure and supportive environment. Both sides emphasized the importance of addressing harassment and reducing workplace stress through effective institutional support. The meeting also explored the relationship between employee well-being and institutional performance, highlighting how supportive working conditions can help staff carry out their responsibilities more effectively. The meeting stressed on the commitment of both the OICOA Members towards protecting employees and promoting safer workplaces in the provinces of Punjab and Sindh.



Hon'ble Dr. Najma Afzal Khan Holds a Meeting with Governor of Sindh to Discuss Effective Inter-Provincial Mechanisms for Protection of Women Rights

Punjab Ombudsperson Dr. Najma Afzal Khan called on Sindh Governor Syed Nihal Hashmi at Governor House to discuss interprovincial institutional cooperation for women's protection. The meeting focused on promoting safer environments for women and improving mechanisms for addressing harassment complaints. During the discussions, both sides emphasized the importance of closer coordination between institutions in Punjab and Sindh to strengthen complaint redress and support policies safeguarding women's rights. They highlighted the need for cooperation across provincial boundaries to advance these protections throughout the country. Earlier, Dr. Najma Afzal Khan visited Mazar-i-Quaid, where she paid tribute to the Father of the Nation, Quaid-i-Azam Muhammad Ali Jinnah.



Punjab Ombudsperson Hon'ble Dr. Najma Afzal Khan and SSP (HQ) of Punjab Police Discuss Mutual Cooperation to Prevent Workplace Harassment

Punjab Ombudsperson and OICOA Member Hon'ble Dr. Najma Afzal Khan met Mr. Syed Nadeem Abbas, SSP Headquarters, Punjab Police, at her office to discuss cooperation in promoting safe workplaces across the province. Deputy Director Administration Mr. Muhammad Akhtar also attended the meeting. Discussions focused on preventing workplace harassment and ensuring that departments fulfil their responsibilities to protect employees. The officials emphasized the obligation to establish inquiry committees and implement the prescribed Code of Conduct, highlighting these measures as essential to protecting women's rights and addressing harassment complaints. The meeting also reviewed the ongoing collaboration between the Punjab Police and the Office of the Ombudsperson Punjab. Both institutions reaffirmed their commitment to coordinated efforts to promote workplace safety, uphold employees' dignity and strengthen protection against harassment across public institutions.

Pakistan's Provincial Punjab Ombudsperson Chairs a Meeting at Gujranwala Regional Office to Strengthen Workplace Protection for Women and Strict Enforcement Protocols

Punjab Ombudsperson Hon'ble Dr. Najma Afzal Khan visited the Gujranwala Regional Office to chair a meeting on strengthening workplace protections for women. Discussions focused on training anti-harassment inquiry committee members to handle complaints fairly and promptly, supported by a sound understanding of their legal responsibilities. The visit also included a coordination meeting with the CEO Health and representatives of the Environmental Protection Authority and Information Department to promote joint efforts for women's safety at work. These activities aimed to strengthen implementation of the Protection Against Harassment of Women at the Workplace Act, 2010, and support safer working environments.





PROVINCIAL OMBUDSMAN OF SINDH



Ombudsman of Sindh Summons Hyderabad Water and Sewerage Corporation's Chief Financial Officer Over Pending Complaints

The Provincial Ombudsman Sindh has issued a summons to the chief financial officer of Hyderabad Water and Sewerage Corporation over continued non-compliance in five pending complaints. According to the summons issued on July 1, 2026 under Section 14 of the Sindh Ombudsman Act 1991, the CFO has been directed to appear in person on July 14, 2026 along with all required reports. The order stated that failure to appear will result in the issuance of arrest warrants under Section 16 of the Act. Contempt proceedings may also be initiated under the Ombudsman Ordinance 2024.

The Ombudsman of Sindh expressed serious displeasure over HW&SC's repeated failure to respond to notices and submit records despite multiple reminders. The pending complaints include allegations of non-appointment against the disability quota by Muhammad Ahmed of Sarfaraz Colony, Hyderabad, for which seven notices have been issued. Other complaints concern unpaid contractor bills, including claims of Rs1.789 million and Rs7.5 million, and alleged violations of procurement rules. Despite repeated notices, the corporation failed to provide the required responses. Copies of the summons have been sent to the Registrar, Provincial Ombudsman Sindh Karachi, and the CEO of Hyderabad Water and Sewerage Corporation for necessary action.

Sindh Ombudsman Orders Financial and Management Audit of the Kulsum Bai Valika Hospital Amid HIV AIDS Outbreak Among the Children

Sindh Ombudsman and OICOA Member, Hon'ble Mr. Muhammad Sohail Rajput has ordered a comprehensive audit of Kulsum Bai Valika Hospital after 16 additional children were diagnosed with HIV. He also directed urgent measures to improve patient care and address concerns over the hospital's financial and administrative management. At a hearing attended by senior government officials, hospital representatives and affected families, parents complained of medicine shortages, delayed reimbursement of treatment expenses, uncooperative administration and inappropriate staff behaviour. Mr. Rajput expressed dissatisfaction with the hospital's performance and called for stronger oversight and accountability.



To address staffing deficiencies, he ordered the recruitment of trained personnel and recommended appointing experienced public health professionals to senior positions. He also directed officials to arrange the deputation of doctors from Sindh Infectious Diseases Hospital for six months. The hospital administration was instructed to ensure timely supplies of medicines, dietary supplements and other essentials, and establish a help desk at the entrance to assist patients and their families. Mr. Rajput further directed that a reputable audit firm be engaged within two weeks to examine the hospital's financial and administrative affairs.



Pakistan' Provincial Ombudsman of Sindh Hon'ble Muhammad Sohail Rajput Takes Notice of Arbitrary Fee Hikes in Schools

Sindh Ombudsman and OICOA Member, Hon'ble Mr. Muhammad Sohail Rajput has sought a report from the Director General of Private Schools following parents' complaints about allegedly unlawful fee increases and compulsory purchases of uniforms and textbooks. During a hearing attended by senior education officials, parents alleged that some private schools were raising fees annually in violation of regulations, adding to families' financial burden. They also complained that schools required new uniforms every two years and restricted purchases of textbooks and educational materials to designated vendors charging what they described as inflated prices.

Parents further stated that younger siblings were not permitted to reuse their older siblings' course books, forcing families to purchase new sets despite already possessing the required materials. Taking notice of the complaints, Mr. Rajput directed the Director General of Private Schools to submit a detailed report by no later than 25th August 2026. He stated that strict action would be taken against schools found to be violating the law.

Sindh Ombudsman Hon'ble Sohail Rajput Hosts the Interns of Federal Tax Ombudsman of Pakistan

The Federal Tax Ombudsman Secretariat, Regional Office Karachi, arranged a field visit to the Office of the Provincial Ombudsman Sindh for interns participating in its Summer Internship Programme. During the visit, Honourable Provincial Ombudsman Sindh and OICOA Member, Mr. Mohammad Sohail Rajput, along with his team, personally briefed the interns on the mandate, jurisdiction, functions, and working mechanisms of the institution.

The interns gained valuable practical insight into the role of the Provincial Ombudsman Sindh in addressing public complaints, providing relief against maladministration, and strengthening accountability within provincial public administration.

The visit also provided an opportunity for the interns to understand the distinct yet complementary mandates of Ombudsman institutions operating at federal and provincial levels and their collective contribution towards accessible justice and citizen-focused grievance redressal across Pakistan.



Ombudsman Sindh Regional Director Holds Open Court at District Accounts Office SBA on the Directives of Hon'ble Sohail Rajput for Resolving Grievances of Employees and Pensioners

On the directions of Hon'ble Sindh Ombudsman and OICOA Member, Mr. Muhammad Sohail Rajput, Regional Director Ombudsman Shaheed Benazirabad (SBA), Khan Muhammad Zardari, held an open court at the District Accounts Office, SBA, where government employees, retired employees, and pensioners participated and presented their grievances. The open court was organised to provide prompt hearing and resolution of issues related to salaries, pensions, general provident (GP) fund, gratuity, commutation, leave preparatory to retirement (LPR), and treasury matters. During the session, Khan Muhammad Zardari listened to each complainant and directed concerned officials to resolve all genuine complaints promptly in accordance with the law. Necessary orders were issued on the spot in several cases, providing immediate relief to applicants.



PROVINCIAL OMBUDSPERSON OF KHYBER PAKHTUNKHWA

Pakistan's Provincial Ombudsperson of Khyber Pakhtunkhwa Presents 2025 Annual Report to the Speaker of Provincial Assembly of KPK

Khyber Pakhtunkhwa Ombudsperson and OICOA Member Hon'ble Ms. Rubab Mehdi presented the KPK Ombudsperson's Annual Report 2025 to the Speaker and Members of the Provincial Assembly, outlining its institutional performance and interventions to protect lawful rights and provide redress to complainants.

The presentation highlighted the Secretariat's work on women's property rights, access to justice and grievance resolution. It also reviewed institutional achievements and efforts to improve transparency in public service delivery. Speaker of the Khyber Pakhtunkhwa Assembly Mr. Babar Saleem Swati lauded Ms. Rubab Mehdi's efforts to protect women's rights and provide relief to complainants. He assured her of the Assembly's support in developing avenues for cooperation with the Ombudsperson Secretariat to strengthen women's legal protection, address grievances and improve access to justice across the province.



Hon'ble Rubab Mehdi KPK Ombudsperson Joins Pakistan Independence Day Celebrations at Women Crisis Centre

Khyber Pakhtunkhwa Ombudsperson and OICOA Member, Hon'ble Ms. Rubab Mehdi attended Independence Day celebrations at the Women Crisis Centre as chief guest, with the occasion highlighting women's dignity, safety and inclusion as essential to the promise of freedom. The event was hosted by Mr. Shareef Hussain, Secretary, Social Welfare, Special Education and Empowerment Department, Government of Khyber Pakhtunkhwa. Gender Specialist Ms. Syeda Nudrat and her team coordinated the celebrations.

Speaking on the occasion, Ms. Rubab Mehdi emphasized that the promise of independence must extend to women and vulnerable families, enabling them to live with dignity, safety and equal opportunity. She said that honouring the sacrifices behind Pakistan's creation required practical efforts to protect those facing hardship and exclusion. Celebrating Independence Day at the Women Crisis Centre, she noted, was a reminder that women's protection and empowerment must remain central to building a more inclusive and just Pakistan.



Chief Justice of Peshawar High Court Commends KPK Ombudsperson and OICOA Member Hon'ble Ms. Rubab Mehdi's Dedication Towards Protection and Advancement of Women's Rights

Chief Justice of the Peshawar High Court, Hon'ble Mr. Justice S. M. Attique Shah, commended Khyber Pakhtunkhwa Ombudsperson Hon'ble Ms. Rubab Mehdi for the KPK Ombudsperson Secretariat's achievements in protecting women's rights during a meeting at which she presented the institution's Annual Report.

The report recorded the recovery of women's property rights valued at Rs. 4.1 billion, alongside a daily cause list of 80–100 cases. These figures highlighted the scale of the Secretariat's work in addressing complaints and helping women secure their lawful entitlements. Discussions between the Chief Justice and Ms. Mehdi centred on promoting women's safety, advancing their rights and improving access to legal remedies. Particular emphasis was placed on the importance of institutional support in enabling women to seek protection and pursue their claims effectively. Congratulating Ms. Mehdi on the reported achievements, the Chief Justice conveyed his encouragement and support for the Ombudsperson's Office and its continuing work to provide relief to women seeking justice.



Governor of Khyber Pakhtunkhwa Province Lauds Hon'ble Ms. Rubab Mehdi's Invaluable Role in Ensuring Enforcement of Women's Legal Rights

Governor Khyber Pakhtunkhwa H.E. Faisal Karim Kundi appreciated the performance of the Provincial Ombudsperson and OICOA Member Hon'ble Ms. Rubab Mehdi. He stated that under her leadership, the institution was playing an important role in providing speedy and inexpensive justice to the people, particularly in safeguarding women's rights.

The Governor expressed these views during a meeting with Provincial Ombudsperson Rubab Mehdi at the Governor House, where she presented the institution's annual performance report. During the meeting, Ms. Rubab Mehdi informed the Governor that the institution had taken effective measures to ensure women's legal rights, resulting in the restoration of properties worth approximately Rs 4.1 billion to women across the province. She said the institution had conducted more than 19,000 hearings during the past year and was disposing of an average of 80 to 200 complaints and cases on a daily basis. The Ombudsperson further said that, for the first time, special open courts for women had been organized to provide justice at their doorstep, with significant participation of women in Bannu and Dera Ismail Khan.



She also informed the Governor that Memorandums of Understanding (MoUs) had been signed with the National Assembly and the Khyber Pakhtunkhwa Assembly to strengthen cooperation on public grievance redressal and legislation.



The Ambassador of Malaysia to Ankara H.E. Adlan Mohd Shaffieq, paid a courtesy visit to the OICOA President and Chief Ombudsman of Türkiye, Hon'ble Mr. Mehmet Akarca



Hon'ble Mr. Mehmet Akarca addresses the meeting of the Joint Committee composed of members from the Petitions Committee and the Human Rights Review Committee of the Grand National Assembly of Turkey (TBMM)



OICOA President and Chief Ombudsman of Türkiye, Hon'ble Mr. Mehmet Akarca, along with The Secretary General of the Constitutional Court of Türkiye, Mr. Murat Azaklı



OICOA President and Chief Ombudsman of Türkiye, Hon'ble Mr. Mehmet Akarca, visited the Commander of the 4th Corps and Ankara Garrison, Lieutenant General Ahmet Kurumahmut



OICOA President and Chief Ombudsman of Türkiye, Hon'ble Mr. Mehmet Akarca, paid a courtesy visit to the Ambassador of Mexico to Türkiye, H.E. Mr. Francisco Javier Díaz de León



OICOA President and Chief Ombudsman of Türkiye Hon'ble Mr. Mehmet Akarca, paid a courtesy visit to the Bulgarian Ambassador to Ankara, H.E. Mr. Anguel Tcholakov



Chief Ombudsman of Türkiye and OICOA President Hon'ble Mr. Mehmet Akarca, and Secretary General Hon'ble Mr. Mehmet Doğan, visited the Director General of Security, Mr. Ali Fidan



Chief Ombudsman of Türkiye and OICOA President Mr. Mehmet Akarca visited the President of the Atatürk Culture, Language and History Institution Professor Dr. Derya Örs



Professor Neslihan Karataş Durmuş, Dean of the Faculty of Law at Ankara Yıldırım Beyazıt University, visited the Chief Ombudsman of Türkiye and OICOA President Hon'ble Mr. Mehmet Akarca



Ombudsman of Türkiye, Hon'ble Mr. Şerif Yılmaz and Secretary General Mr. Mehmet Doğan visited the Turkish Ambassador to Tashkent, Mr. Ufuk Ulutaş, at his office as part of their working visit to Uzbekistan



Ombudsman of Türkiye Hon'ble Ms. Fatma Benli Yalçın, visited the Deputy Minister of National Education, Prof. Dr. Cihad Demirli



Ombudsman of Türkiye Hon'ble Ms. Fatma Benli Yalçın presented the special report on "Strengthening Institutional Coordination in Combating Violence Against Women" to the President of Turkish Institute of Human Rights & Equality



OICOA Board Member and Human Rights Commissioner of Azerbaijan, Hon'ble Ms. Sabina Aliyeva, participated in the international conference on "Human Rights in the Context of Digital Transformation" held in Uzbekistan



OICOA Board Member Hon'ble Ms. Sabina Aliyeva, participated in an event marking the conclusion of the three-day final stage of the VI "Yüksəliş" Competition



Human Rights Commissioner of Azerbaijan and OICOA Board Member, Hon'ble Sabina Aliyeva attended the event for the defence of Dissertations at Baku State University



Officers of the Human Rights Commissioner of Azerbaijan participated in a professional exchange at the Human Rights and Equality Institution of Türkiye (TIHEK)



OICOA Board Member and Mediator of Morocco, Hon'ble Mr. Hassan Tariq, addresses the event on "The Role of Institutional Mediation in Strengthening Trust Between Citizens and Public Administration", organized by Mediterranean Youth Forum



Mediator of Morocco Hon'ble Mr. Hassan Tariq received the trainee inspectors from the Training Centre for Education Inspectors, at the Mediator of Morocco's headquarters in Rabat



Hon'ble Mr. Hassan Tariq received the Inspector General of the Independent Anti-Corruption Authority of the Republic of Chad Mr. Ousmane Abderamane Djougourou



Mediator of Morocco and OICOA Board Member Hon'ble Mr. Hassan Tariq, delivered a lecture on governance bodies and public policy organized by the Moroccan Association of Public Finance



Mediator of Morocco Hon'ble Hassan Tariq, with the team from the Institution of the Mediator that won the Jury Prize at the first edition of the "Integrity Hackathon" (Nazahathon) in Rabat



Mediator of Morocco, Hon'ble Hassan Tariq, delivering the inaugural lecture, "Public Administration in the Age of Algorithms: Opportunities and Risks," at Sidi Mohamed Ben Abdellah University in Fez



Hon'ble Mr. Hassan Tariq, received the Ambassador of the Republic of Yemen to the Kingdom of Morocco H.E. Mr. Ezzeldin Saeed at the Mediator of Morocco's Headquarters in Rabat



Mediator of the Kingdom of Morocco and OICOA Board Member Hon'ble Mr. Hassan Tariq, visited the Mausoleum of H.M. King Mohammed V in Rabat



OICOA Board Member & Ombudsman of Bahrain
Hon'ble Ms. Ghada Hameed, participated in a specialized virtual workshop on independent investigation mechanisms, and human rights protections within the criminal justice system



Hon'ble Ms. Ghada Hameed Habib (Ombudsman of Bahrain) received Ms. Fiona Walker Doyle, Deputy Head of Mission at the Embassy of the United Kingdom to the Kingdom of Bahrain



OICOA Secretary General and Federal Tax Ombudsman of Pakistan, Hon'ble Mr. Zafar Hijazi called on the President of Islamic Republic of Pakistan H.E. Asif Ali Zardari to present the 2025 Annual Report of the Federal Tax Ombudsman



OICOA Secretary General and Federal Tax Ombudsman of Pakistan, Hon'ble Mr. Zafar Hijazi, participated as the Chief Guest at the Pakistan Tax Bar Association Summer Camp 2026 jointly organized by the Pakistan Tax Bar Association and the Lahore Tax Bar Association



OICOA Secretary General and Federal Tax Ombudsman Hon'ble Mr. Zafar Hijazi presented a Tribute to former Federal Ombudsman of Pakistan and OICOA Member Hon'ble Mr. Ejaz Ahmed Qureshi during the 33rd Forum of Pakistan Ombudsman Meeting



OICOA Secretary General Hon'ble Mr. Zafar Hijazi presided the OICOA Training Session on "The Institutionalization of Human Rights" held in collaboration with the Chief Advisor to the Minister of Justice of Turkiye Professor Dr. Muharrem Kilic



OICOA Secretary General Hon'ble Zafar Hijazi and OICOA Executive Secretary Mr. Almas Jovindah received the former Federal Tax Ombudsman of Pakistan Mr. Mushtaq Sukhera at the OICOA Secretariat in Islamabad



Focal Person for the Prime Minister's Youth Program in Gilgit Baltistan Mr. Sajid Usmani called on the Secretary General OICOA and Federal Tax Ombudsman of Pakistan Hon'ble Mr. Zafar Hijazi



Chief Legal Consultant to the President of Pakistan Hon'ble Justice Irfan Qadir received the interns of the Federal Tax Ombudsman at the Presidential Secretariat



Pakistan's Federal Ombudsperson for Protection Against Harassment Hon'ble Ms. Fauzia Viqar received the interns of Federal Tax Ombudsman at the FOSPAH Headquarters in Islamabad



OICOA Member and Federal Ombudsman of Pakistan Hon'ble Mr. Naveed Kamran Baloch received the Federal Insurance Ombudsman of Pakistan and OICOA Member, Hon'ble Mr. Syed Mumtaz Ali Shah at the Federal Ombudsman Secretariat



Chairman National Accountability Bureau of Pakistan Lt. General (R) Nazir Ahmed Butt called on the Federal Ombudsman of Pakistan Hon'ble Mr. Naveed Kamran Baloch to discuss institutional cooperation



Federal Ombudsman of Pakistan Hon'ble Naveed Kamran Baloch with the players and officials of Pakistan Hockey Federation prior to the beginning of Pakistan-South Korea Hockey match at the Naseer Bunda Hockey Stadium



Hon'ble Federal Ombudsman of Pakistan and OICOA Member Mr. Naveed Kamran Baloch called on the Speaker of the National Assembly of Pakistan Mr. Sardar Ayaz Sadiq



OICOA Member and Ombudsman of Azad Jammu & Kashmir Hon'ble Mr. Arif Rathore called on the Federal Ombudsman of Pakistan on the sidelines of the 33rd Forum of Pakistan Ombudsman Meeting



Federal Banking Ombudsman of Pakistan and OICOA Member, Hon'ble Mr. Sirajuddin Aziz, called on Justice Yahya Afridi, Chief Justice of Pakistan, at the Supreme Court of Pakistan to discuss reforms in banking dispute resolution



Federal Banking Ombudsman of Pakistan and OICOA Member, Hon'ble Mr. Sirajuddin Aziz presenting the Annual Report 2025 to the President of Pakistan H.E. Asif Ali Zardari



OICOA Member Hon'ble Mr. Sirajuddin Aziz presenting the Annual Report of the Federal Banking Ombudsman of Pakistan to the Governor of Punjab H.E. Sardar Saleem Haider Khan



Hon'ble Mr. Sirajuddin Aziz presenting the Annual Report 2025 of the Federal Banking Ombudsman of Pakistan to the Governor of the State Bank of Pakistan Mr. Jameel Ahmed



OICOA Member and Pakistan's Federal Ombudsperson for Protection Against Harassment, Hon'ble Ms. Fauzia Viqar, presented the 2025 Annual Report to Pakistan's Federal Law Minister, H.E. Azam Nazeer Tarar



OICOA Member and Pakistan's Federal Ombudsperson for Protection Against Harassment, Hon'ble Ms. Fauzia Viqar, presented the 2025 Annual Report to President of Pakistan, H.E. Asif Ali Zardari



OICOA Member and Pakistan's Federal Ombudsperson for Protection Against Harassment, Ms. Fauzia Viqar, met with Mr. Ben Warrington, Head of the Lahore Office of the British High Commission



OICOA Member and Pakistan's Provincial Ombudsman of Punjab Hon'ble Ms. Ayesha Hamid during the international conference focused on human rights protection in the context of digital transformation, held in Uzbekistan



OICOA Member and Pakistan's Provincial Ombudsman of Punjab Hon'ble Ms. Ayesha Hamid hosted a dinner on 17th August as part of a series of commemorative events celebrating the 30th anniversary of the Ombudsman of Punjab



Provincial Ombudsman of Punjab Hon'ble Ms. Ayesha Hamid hosted the officers from Project Management Bureau of Philippines under the banner of International Internship Program of International Ombudsman Institute (IOI)



Hon'ble Ms. Ayesha Hamid with the 3rd batch of the participants of IOI International Internship Programme from the Public Protector South Africa and the Office of the Public Protector of Zambia



Provincial Ombudsperson of Punjab and OICOA Member Hon'ble Dr. Najma Afzal Khan paid a courtesy visit to the Provincial Ombudsman Sindh for Protection Against Harassment of Women and OICOA Member Hon'ble Mr. Justice Shahnawaz Tariq



Pakistan's Provincial Ombudsperson of Punjab and OICOA Member Hon'ble Dr. Najma Afzal Khan hosted a flag hoisting ceremony at the 79th Independence Day of Pakistan



**Pakistan's Provincial Ombudsperson of Punjab
Hon'ble Dr. Najma Afzal Khan called on the
Governor of Sindh Province H.E. Syed Nihal Hashmi**



**Hon'ble Dr. Najma Afzal Khan held a meeting with
the Speaker of Provincial Assembly of Punjab Mr.
Malik Muhammad Ahmed to present him with the
Proposed Code of Conduct for
review and implementation**



**Group Photo of Pakistan's Federal & Provincial
Ombudsmen and Ombudspersons alongwith
Secretary General OICOA Hon'ble Zafar Hijazi at
the occasion of 33rd Forum of Pakistan
Ombudsman Meeting**



**Pakistan's Provincial Ombudsman of Sindh and
OICOA Member Hon'ble Mr. Sohail Rajput received
the interns of the Federal Tax Ombudsman of
Pakistan at the Secretariat of Sindh Ombudsman**



Ombudsman of Mozambique and OICOA Member Hon'ble Mr. Isaque Chande spoke at the opening of an Expert Meeting on the implications expectations and realities surrounding the resumption of the LNG project,



Ombudsman of Mozambique Hon'ble Mr. Isaque Chande addresses the "Conversations with Citizens" initiative, held at the Municipal Council of the Town of Matola-Rio, in Boane District of Maputo



Hon'ble Isaque Chande addressed a multisectoral seminar organized by the Office of the Ombudsman of Mozambique in partnership with the United Nations Development Programme (UNDP)



Delegation from Ombudsman of Mozambique led by Coordinator Felismina Muhacha, visited the office of the United Nations High Commissioner for Refugees (UNHCR) to explore areas of common interest and potential cooperation



Ombudsman of Mozambique and OICOA Member Hon'ble Mr. Isaque Chande held an awareness session for the children from Polana Community School regarding the mandate of Ombudsman of Mozambique and the role of youth in its promotion



Ombudsman of Mozambique, Hon'ble Mr. Isaque Chande, visited Katembe Municipal District in Maputo City where he delivered a presentation aimed at raising citizens' awareness of the mandate of the ombudsman institution



Hon'ble Isaque Chande alongwith members of the Municipal Assembly of the City of Maputo during his official visit for raising awareness of the mandate, role and powers of the Ombudsman of Mozambique



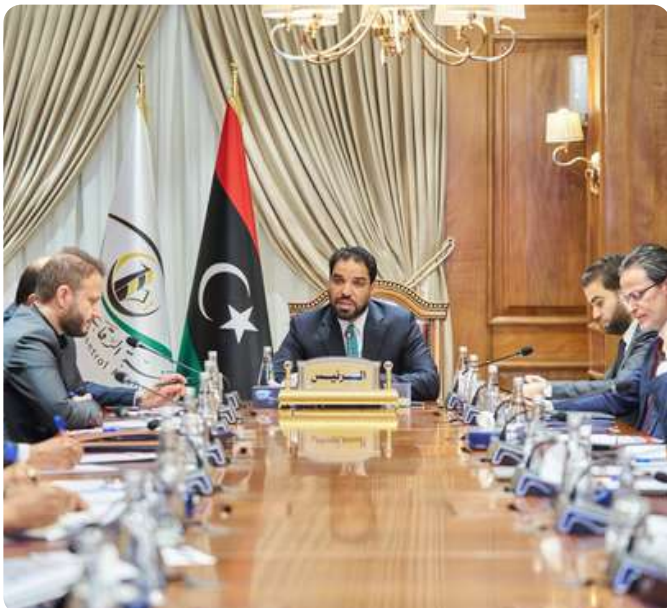
Hon'ble Mr. Abdullah Qaderbough, Chairman of the Administrative Control Authority of Libya chaired a meeting on the implementation of the Authority's capacity-building programmes in Tripoli



OICOA Member and Chairman of the Administrative Control Authority of Libya, Hon'ble Mr. Abdullah Qaderbough called on the President of the High Council of State of Libya Hon'ble Dr. Mohamed Takala



Chairman of the Administrative Control Authority of Libya Hon'ble Mr. Abdulla Qaderbough called on the Turkish Ambassador to Libya H.E. Güven Begeç to discuss cooperation in oversight, anti-corruption and follow-up of joint projects



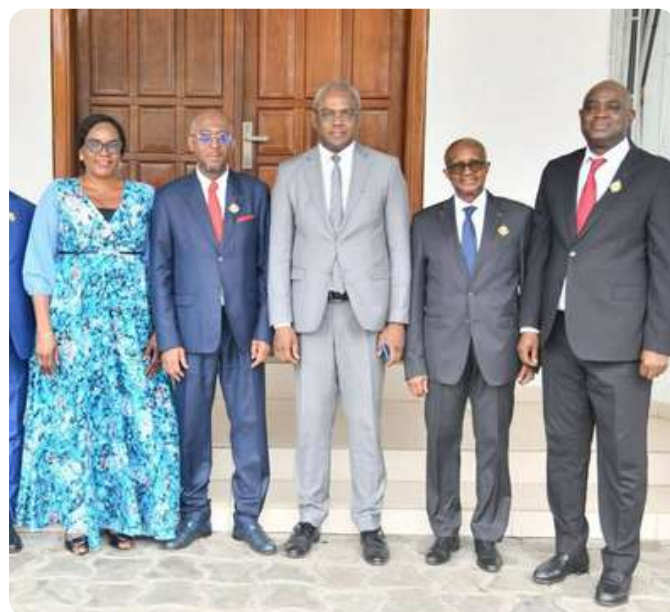
The Chairman of the Administrative Control Authority of Libya, Hon'ble Mr. Abdullah Qaderbough, chaired the second periodic meeting of the Authority's general departments, offices and Training Academy



Administrative Control Authority of Libya (an OICOA Member Institution) held a workshop on parallel financial investigations in corruption and money-laundering cases



High Committee of ACA Libya for the National Strategy for Fight Against Corruption Organizes Workshop in Tunisia on Codes of Conduct in the Public Sector in Cooperation with United Nations Office on Drugs & Crime (UNODC)



Ombudsman of Mozambique received the students from Alberto Chipande University (Maputo Campus) to help get them practical insights regarding the functioning of the Ombudsman office



The Mediator of Ivory Coast, Hon'ble Mr. Gaoussou Touré, received the Ambassador of Germany to Côte d'Ivoire, H.E. Mr. Mathias Veltin, to discuss strengthening bilateral cooperation



The Mediator of Ivory Coast, Hon'ble Mr. Gaoussou Touré, received Mr. Fabrice Sawegnon President of Life TV Group, to discuss the role of media in expanding the mandate of Mediator Institution



Director of Cabinet of the Mediator of Ivory Coast Mr. Roland Katou, received a delegation from West Africa Network for Peacebuilding (WANEP) led by its National Coordinator, Mr. Jean Marc Hobi Kouamé



The Mediator of Ivory Coast, Hon'ble Mr. Gaoussou Touré, received H.E. Mr. Ezenwa Nwaobiala, Ambassador of Nigeria to Ivory Coast in the spirit of enhancing bilateral cooperation



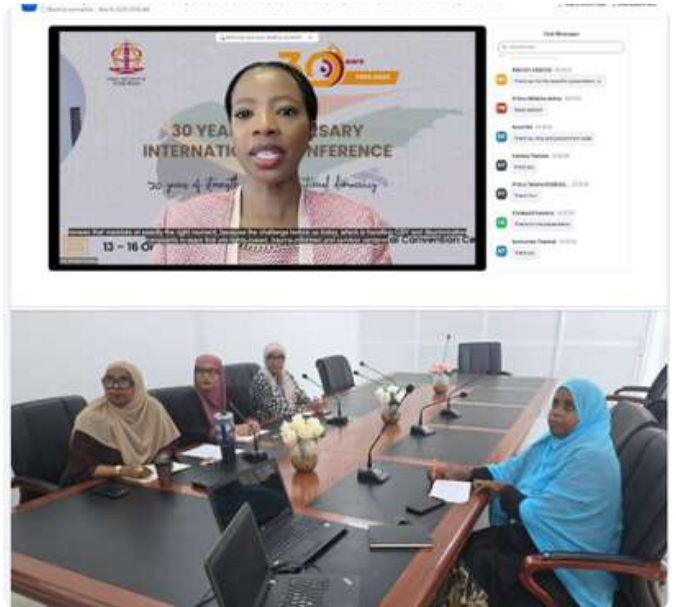
Institution of the Mediator of the Republic of Ivory Coast organized a training session on the theme "Employees' Social Rights: Better Understanding CNPS for Effective Social Protection"



Officers of the Mediator of Ivory Coast participated in the youth training programme organized by the Konrad Adenauer Stiftung, aimed at strengthening youth political participation, inclusive governance & democratic dialogue



Ms. Zahra Mohamed Bogoreh, Head of the Complaints Department at the Office of the Mediator of the Republic of Djibouti, addressing participants during the AORC training programme held in Namibia on medico-legal investigations and digital case management



Officers of the Mediator of Djibouti participated in an international webinar organized by the African Ombudsman Research Centre (AORC) on the theme "Handling Complaints Relating to Gender-Based Violence and Discrimination."



OIC Ombudsman Association conducted an international training session in collaboration with Ombudsman of Punjab titled "*Hearing the Silent Complainant: Reaching the Unheard, Unaware, and Unrepresented*"



OIC Ombudsman Association conducted a training session in collaboration with the Chief Advisor to the Minister of Justice of Türkiye and former Chairman of TIHEK, Hon'ble Dr. Muharrem Kilic, on the topic of "*Institutionalization of Human Rights*"



OICOA Member and Pakistan's Provincial Ombudsperson of Khyber Pakhtunkhwa Hon'ble Ms. Rubab Mehdi presented the 2025 Annual Report to the Speaker of KPK Provincial Assembly Mr. Babar Saleem Swati



Hon'ble KPK Ombudsperson and OICOA Member Ms. Rubab Mehdi presented the 2025 Annual Report to the Chief Justice of the Peshawar High Court Hon'ble S.M. Attique Shah



Hon'ble KPK Ombudsperson and OICOA Member Ms. Rubab Mehdi called on the Governor of Khyber Pakhtunkhwa Province H.E. Mr. Faisal Kareem Kundi to deliberate on matters of institutional importance and present the 2025 Annual Report



Hon'ble KPK Ombudsperson and OICOA Member Ms. Rubab Mehdi presided the Gender Based Violence Case Management Workshop held by KPK Ombudsperson in collaboration with Norwegian Church Aid and Khwendokor



National Human Rights Commission of Bangladesh (an OICOA Member Institution) held an in-house training session for its officers on the topic of Global Framework of Human Rights Instruments



Secretary General of the Mediator of Tunisia and OICOA Member, Hon'ble Ms. Nejat Al-Gharbi received the Economic Counsel of the Embassy of Islamic Republic of Iran in Tunis



Chairman of the Jordanian Integrity & Anti-corruption Commission and OICOA Member Hon'ble Mr. Hazem Al-Majali presented the 2025 Annual Report of JIAAC to His Majesty King Abdullah II of the Kingdom of Jordan



Chairman of JIAAC Hon'ble Mr. Hazem Al-Majali organized a ceremony to launch the fourth media campaign on digital integrity in collaboration with National Cybersecurity Agency under the theme "Through Cybersecurity We Protect, and Through Integrity We Advance"



Chairman of JIAAC received a high-level Palestinian delegation visiting Jordan as part of a capacity-building programme implemented by OECD to support the development of a draft Right to Access Information Law in the State of Palestine



Uganda's Minister of State for Local Government, H.E. Ms. Justice Nameere paid a courtesy call on the Inspector General of Government of Uganda and OICOA Member, Hon'ble Justice Naluzze Aisha



Attorney General of Uganda paid a courtesy call to the OICOA Member and Inspector General of Uganda, Hon'ble Justice Naluzze Aisha Batala at the IGG Headquarters in Kampala



Justice Naluzze Aisha Batala signed the Agreement for the Exchange of Information between Members of the GlobE Network during the 7th Plenary Meeting of Global Operational Network of Anticorruption Law Enforcement Authorities held in Vienna

PRESS COVERAGE FOR THE OMBUDSMAN INSTITUTION OF TURKIYE

interpress

CANKIRI
HAFİTADA 6 GÜN YERE...
CANKIRI
SİYASİTarih: 29.8.2026
Sayfa: 3
Stk/Cm: 80,2

KDK'den kaçak yapı yıkımına ilişkin idare kurumlarına tavsiye kararı

Kamu Denetçiliği Kurumu (KDK), kaçak yapılaşmanın önlenmesi adına yapılan başvuruda, idareler arasındaki yetki uyumsuzluğu gerekçe gösterilerek işlemlerin süruncemede bırakılmaması gerektiği yönünde tavsiye kararı verdi.

KDK'nin kararına göre, Manisa'nın Salihi ilçesindeki Tabak Çayı dere yatağı ve çevresindeki 4 bin metrekarelik alana bir kişi tarafından kaçak yapılar inşa edildi, izinsiz ağaçlandırmaya ve ispanak yıkama havuzu yapıldı.

Kaçak yapılar nedeniyle taşınmazına ulaşımı kısıtlanan, ispanak yıkama havuzuna su temininde sona erdiği için yeraltı suyu azalan, kendi tarımsal faaliyetlerinin engellendiğini belirten kişi, 2021'den bu yana valilik, kaymakamlık ve Devlet Su İşleri Genel Müdürlüğüne yaptığı başvurulardan sonuç alamadı.

Şikayet başvuruları sonrası ilgili hakkındaki ceza işlem uygulanmasına, yapıların "kaçak" olduğu tespiti rağmen yıkım işleminin yapılmadığını belirten şikayetçi, KDK'ye başvurdu.

Başvuruyu incelemeye alan KDK, Tabak Çayı dere yatağı ve çevresinde devletin hüküm ve tasarrufu altında bulunan alana yönelik "hukuka aykırı fiili müdahale ve işgalde bulunulduğunu" tespit etti.

"İdareler arasındaki görev ve yetki uyumsuzluğu nedeniyle işgalin sonlandırılmadığını" belirleyen KDK, Manisa Valiliği, Salihi Kaymakamlığı ve Devlet Su İşleri Genel Müdürlüğüne tavsiye kararı verdi.

ğ ve Devlet Su İşleri Genel Müdürlüğüne tavsiye kararı verdi.

Karardan

KDK'nin kararında, başvuruya konu hukuka aykırı işgalin, betonarme havuzun ve izinsiz ağaçlandırma faaliyetlerinin tahliye ve yıkım işlemlerinin Manisa Valiliği koordinasyonunda gerçekleştirilmesi ve tahliye edilen alanın teknik denetiminin yapılarak Devlet Su İşleri Genel Müdürlüğü tarafından fiilen teslim alınması gerektiği ifade edildi.

"Devletin hüküm ve tasarrufu altında bulunan sahihsiz yerlere veya menfaati umuma ait taşınmazlara yönelik müdahalelerin öğrenilmesi halinde mülki idare amirleri gerekli soruşturmayı yaptırarak sonucu karara bağlamakla yükümlüdür." vurgusu yapılan kararda, dere yatağındaki işgal ve yapılaşmaların taşkın güvenliği ve dere yatağının doğal akışı bakımından oluşturabileceği risklerin de dikkate alınması gerektiğine işaret edildi.

KDK'nin tavsiye kararında, "İlgili kamu idarelerinin görev ve yetki uyumsuzluğu gerekçe göstererek işlemleri süruncemede bırakmaması gerekir." değerlendirilmesine yer verildi.

Öte yandan, KDK'nin tavsiye kararı üzerine Salihi Kaymakamlığınca gerekli işlemlerin başlatıldığı, yıkım işlemi gerçekleştirildiği ve alanın tahliye edildiği, Devlet Su İşleri Genel Müdürlüğü tarafından da alanın teslim alındığı öğrenildi. (AA)

interpress

HABERDE DENGİ
HAFİTADA 6 GÜN YERE...
SİYASİTarih: 8.7.2026
Sayfa: 3
Stk/Cm: 121,96

"Bireysel İthalat Düzenlemesinin Gözden Geçirilmesi" Tavsiyesi



Kamu Denetçiliği Kurumu (KDK), e-ticaret platformlarından düşük bedelli ve ticari olmayan bireysel alımlar bakımından ithalat düzenlemesinin gözden geçirilmesi için Ticaret Bakanlığına tavsiye kararı verdi.

Kullanıldığı elektronik ekipmanlar ile tarımın teknik işe projelerinde ihtiyaç duyduğu sensör, entegre, switch modül ve PCB kartlarını yurt dışından posta yoluyla temin ettikleri anlatılan emekli torna-frez ustası bir vatandaş, Ticaret Bakanlığının son güncel düzenlemeleri nedeniyle söz konusu teknolojik ürünlere erişimin zorlaşmış olduğunu KDK'ya başvurdu. Bu durumun yalnızca bireysel kullanıcıların değil, teknik eğitim gören öğrenciler ve teknoloji geliştirmeye çalışan gençleri de olumsuz etkilediğine işaret eden vatandaş, teknolojik ürünlerin ayrı değerlendirilmesi gerektiğini, uygulamanın bireysel alımların özgürlüğünü kısıtladığını ve teknoloji gelişmesine zarar verdiğini kaydetti. Vatandaş, bireysel alımların limitin 150 euroya yükseltilmesi, aylık paket kotasının artırılması ve bireysel ithalata yönelik mevcut kısıtlamaların

yeniden gözden geçirilmesini istedi. Başvuruyu inceleyen KDK, düşük bedelli ve ticari mahiyet arz etmeyen bireysel gönderiler bakımından yurt dışından posta veya hızlı kargo taşımacılığı yoluyla gelen ürünlere uygulanan muafiyet sınırlarına ilişkin düzenlemenin gerekli kısıtlama ve araştırma yapılarak yeniden gözden geçirilmesi için Ticaret Bakanlığına tavsiye kararı verdi.

Karardan

KDK'nin kararında, düzenlemenin, düşük bedelli ve ticari mahiyet arz etmeyen bireysel gönderiler bakımından dahi basitleştirilmiş gümrük usulünden yararlanma imkânı ortadan kaldırdığı ifade edildi. Bu durumun tüketiciler açısından öngörülebilirlik ve hukuki güvenlik ilkelere bakımından değerlendirilmesi gereken sonuçlar doğurduğu aktarılan kararda, uygulamanın incelenmesi ve araştırma yapılarak yeniden gözden geçirilmesi gerektiği belirtildi. Kararda, tüketicilerin, ürün bedeli dışında karşılaşılabilecek vergi, beyan, ardiye, müsvarelik, hızlı kargo operatörü hizmet bedeli ve uygunluk denetimi gibi ek yükümlülükleri önceden açık ve anlaşılır şekilde öngörülebilirliğin önem arz ettiği vurgulandı. (AA)

interpress

HÜRRİYET
OKULU OLUSAL GAZETE
SİYASİTarih: 26.7.2026
Sayfa: 8
Stk/Cm: 47,04

Tebliğat yapılmadan işletilen faiz iade edildi

KAMU Denetçiliği Kurumu (KDK), resmi tebliğat yapılmadan WhatsApp üzerinden borç bildirimleri, doktordan tahsil edilen faizlerin iade edilmesini sağladı. KDK'nin kararına göre sözleşmeli bağhekimlikten istifa ederek devlet hastanesinde kadrolu görevine başlayan doktordan, peşin ödenen masraflar iadesi istendi. Resmi yazı gönderilmediği için aynı gün içerisinde ödemenin gerçekleştirilmesini belirten doktora tebliğ yapılmadı. Bir muddet sonra tebliğin akıbetini sormak için hastane ve il sağlık müdürlüğünde görevli memetmelikleri arayan doktora, borç bildirim yazısı



WhatsApp üzerinden gönderildi. Borcu öğrendiği gün ödeme yapmasına rağmen kendisinden ayrıca faiz tahsil edilen doktor, KDK'ye başvurarak haksız yere ödediği faizlerin iadesini talep etti. Başvurucuyu haklı bulan KDK, geri ödeme sırasında tahsil edilen faiz tutarının iadesi yönünde Sağlık Bakanlığı'na

tavsiye bulundu. Ayrıca tebliğat hizmetlerinde görevli personelin mevzuata uygunluk, dikkat ve özen yükümlülüğü konusunda bilgilendirilmesi, uygulamada birlik sağlanması ve hizmetin daha dikkatli, öznel ve zamanında yürütülmesi için idari tedbirlerin alınması istendi. KDK'nin tavsiyesi sonrası, başvurudan tahsil edilen faiz tutarı iade edildi.

USULÜNE UYGUN
TEBLİĞ YAPILMALI

Kararda, idarelerin bir alacağa faiz işletilmesini için öncelikle borçluya usulüne uygun şekilde ihtarname göndermesi ve ödeme için makul bir süre tanıması

gerektiği vurgulandı. İdarenin kendi iç koordinasyon eksikliği veya tebliğat sürecindeki gecikmelerden kaynaklanan sonuçların vatandaşlara yüklenemeyeceği belirtilen kararda, şu ifadeler yer aldı: "İdarenin alacağa ilişkin usulüne uygun bir ibtarda bulunmadığı, başvuru, idarenin ihtarname üzerinden haricen öğrendiği gün ödemesi gerçekleştirilerek temerrüde düşmediği dikkate alındığında, asıl alacağa idarece haksız ve dayanaksız şekilde tahakkuk ettirilen yasal faiz tutarının başvuru iade edilmesi gerektiği kanaatine varılmıştır."

AA

interpress

İSTANBUL
OKULU OLUSAL GAZETE
SİYASİTarih: 27.7.2026
Sayfa: 2
Stk/Cm: 82,83

Bir sınıfta 4 öğretmen değişince KDK devreye girdi

Kamu Denetçiliği Kurumu (KDK) kararına göre, Antalya Kepez'de bir ilköğretim sınıfının öğretmeni doğum iznine ayrıldı. Öğretmenin izne ayrılmasının ardından aynı sınıfta kısa süre içinde 4 öğretmen değişikliği yaşandı. Bunun üzerine bir veli, öğrencilerin eğitim hakkı, eğitimde fırsat eşitliği ve çocuğun üstün yarar ilkesinin ihlal edildiği iddiasıyla KDK'ye başvurdu. Başvuruyu inceleyen KDK, eğitim-öğretim faaliyetlerinin kesintisiz sürdürülebilirliği adına alanında uzman, kadrolu veya süreç sonuna kadar kesintisiz görev yapacağını taahhüt eden, yeterli pedagojik donanımına sahip bir öğretmenin görevlendirilmesi adına Milli Eğitim Bakanlığına tavsiye kararı verdi.

"Öğrencilerin akademik ve psikolojik gelişimi olumsuz etkilenir"

KDK'nin kararında, eğitim hiz-



metnin yalnızca çekilen değil, pedagojik istikrar gözetilerek kesintisiz şekilde yürütülmesinin idarenin temel yükümlülüklerinden biri olduğu vurgulandı. Sık öğretmen değişikliklerinin, öğrencilerin akademik ve psikososyal gelişimini olumsuz etkileyebileceğine işaret edilen kararda, bu durumun Anayasa'da güvence

altına alınan eğitim hakkı ile ulusal ve uluslararası mevzuatta yer alan çocuğun üstün yarar ilkesiyle bağdaşmadığı ifade edildi. Ayrıca, tavsiye kararı sonrası Milli Eğitim Bakanlığına 2026-2027 eğitim öğretim yılı boyunca söz konusu okuldaki görevlendirilmek üzere başka bir okuldaki sınıf öğretmeni görevlendirildi.

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

AZERNEWS

Ombudsman's representatives meet Azerbaijani citizens repatriated from Syria

Representatives of the Commissioner for Human Rights (Ombudsman) of the Republic of Azerbaijan met with the repatriated citizens at a facility operated by the Social Services Agency under the Ministry of Labour and Social Protection of the Population.

According to **AzerNEWS**, it was reflected in a report published on the official website of the Ombudsman's Office.

As a result of phased and coordinated measures carried out by the Azerbaijani government, 16 Azerbaijani citizens were repatriated from the Syrian Arab Republic on July 18-19. The group consisted of seven women and nine children.

During the meeting, the representatives spoke with the returnees to assess the protection of their rights and identify their current needs. They also provided detailed information on the protection of the rights and freedoms of women and children, as well as the Ombudsman's mandate and role.

Ombudsperson: Mine threat remains a serious danger for Azerbaijan



Azerbaijan's Commissioner for Human Rights (Ombudsperson), Sabina Aliyeva, expressed serious concern over the injury of an employee of a private company involved in humanitarian demining, who was wounded after triggering an anti-personnel mine in the Khojavand district.

According to **Report**, citing the Ombudsperson's Office, Sabina Aliyeva urged citizens, given the continuing mine threat, to strictly observe safety regulations in the liberated territories, travel only along designated routes, avoid touching unidentified objects, and remain vigilant.

The statement notes that the widespread contamination of Azerbaijan's territories with mines by Armenia continues to pose a serious threat to people's lives and health in the post-conflict period. The mine threat remains one of the main obstacles to ensuring citizens' rights to life, health, and a safe environment, as well as to the safe return of formerly displaced persons to their native homes.

The Daily Baku

INTERNATIONAL

Monitoring finds need for major repairs at two psychiatric hospitals

Monitoring has been conducted in psychiatric institutions, and a need for major repairs has been identified. This was noted in information released by the Ombudsman's Office.

It was stated that, based on the instructions of the Commissioner for Human Rights (Ombudsman) of the Republic of Azerbaijan, Sabina Aliyeva, measures are being continued to study the state of human rights in psychiatric institutions and to conduct relevant awareness-raising activities within the framework of the activities of the Working Group on "Mental Health and Human Rights" and the National Preventive Mechanism:

"Recently, planned visits were carried out at the Ministry of Health of the Republic of Azerbaijan's Psychiatric Hospital No. 2 and the Sumgayit City Psychiatric Hospital.



Determining fate of missing persons requires stronger international humanitarian co-op - Azerbaijani ombudsman

BAKU, Azerbaijan, August 29. Determining the fate of people who went missing as a result of conflicts and ensuring their families' right to know the truth require stronger international humanitarian cooperation, Azerbaijan's Human Rights Commissioner (Ombudsman) Sabina Aliyeva said.

Aliyeva made the remarks in a statement marking Aug. 30, the International Day of the Victims of Enforced Disappearances.

PRESS COVERAGE FOR MEDIATOR OF THE KINGDOM OF MOROCCO

HESPRESS



Hassan Tariq souligne la nécessité de préserver la confiance des citoyens dans les institutions

Le Médiateur du Royaume, Hassan Tariq, a souligné, jeudi à Rabat, la nécessité de préserver et de consolider la confiance des citoyens dans les institutions, tout en veillant à sa valorisation.

Lors d'une rencontre sur le thème « *Les rôles de la médiation institutionnelle dans le renforcement de la confiance entre le citoyen et l'administration* », organisée dans le cadre du Forum culturel maroco-égyptien, Tariq a affirmé que les institutions tirent leur force non seulement de leur existence juridique, mais aussi de la confiance que leur accordent les citoyens.

Loin d'être un acquis, la confiance constitue un construit collectif fondé sur la crédibilité et l'intégrité, a-t-il relevé, rappelant que la Constitution 2011 consacre une nouvelle génération d'institutions indépendantes, communément désignées sous le nom d'« instances de gouvernance », qui exercent leurs missions en toute indépendance vis-à-vis du gouvernement, conformément aux dispositions constitutionnelles et aux standards internationaux.

le360

Morocco's Ombudsman says the interior, justice, and Finance Ministries drew most citizen complaints in 2025

The Ministry of the Interior remained the public administration most frequently challenged by citizens before the Ombudsman Institution, followed by the Ministry of Justice and the Ministry of Economy and Finance. The sharp rise in complaints prompted Tariq to advocate expanding local mediation mechanisms to improve relations between public administrations and citizens.

Presenting the annual report in Rabat on Wednesday, July 23, Tariq said the institution registered 9,958 cases in 2025, up from 7,954 in 2024, representing an increase of 25.29%. He said the rise reflected growing reliance on institutional mediation and underscored the need to strengthen the institution's regional presence.

أنوار
جوليس

وسيط المملكة يحاضر في طنجة حول موضوع هيئات الحكامة والسياسات العمومية



ساهم حسن طارق، وسيط المملكة، الجمعة 3 يوليوز 2026، بعرض افتتاحي حول "هيئات الحكامة ودورة السياسات العمومية: سبع فرضيات للنقاش"، وذلك في إطار فعاليات الملتقى الوطني الثالث لأساتذة المالية العمومية، المنظم بمدينة طنجة، أيام 3 و4 يوليوز 2026، من طرف الجمعية المغربية للمالية العمومية، تحت شعار "السياسة الجبائية على محك المواطنة الضريبة".

وقد تميزت الجلسة الافتتاحية للملتقى، المنعقدة بقصر الثقافة والفنون، بعرض لمحمد بنعليو، رئيس الهيئة الوطنية للنزاهة والوقاية من الرشوة ومحاربتها، حول موضوع "من الجبائية إلى بناء الثقة.. قراءة جديدة للتحدي الضريبي في المغرب".

Panora
Post.com

The role of the Ombudsman Institution is part of an integrated national project, says Hassan Tariq

The mission of the Ombudsman Institution goes beyond simply handling individual complaints to be part of an integrated national project aimed at making the administration more responsive to citizens, the Ombudsman of the Kingdom, Hassan Tariq, affirmed on Monday in Rabat.

Speaking at the opening of the annual training session for the staff of the Ombudsman Institution of the Kingdom, organized under the theme "Training, lever of the Moroccan school of mediation", Mr. Tariq stressed that the Institution's mission is part of an integrated national project aimed at making the administration a more attentive, fairer and closer entity to the citizen, in accordance with the Royal Vision which has made the dignity of the citizen and the protection of their rights in public services an essential foundation for building the social state, consolidating the rule of law and strengthening trust in institutions.

PRESS CLIPPINGS FOR THE OMBUDSMAN OF THE KINGDOM OF BAHRAIN

bizbahrain
Bahrain's Business Magazine



Ombuds Office launches electronic grievance submission service

The Ombuds Office, in cooperation with the Information and eGovernment Authority (IGA), has launched an electronic grievance submission service through the National Portal, Bahrain.bh, to simplify grievance procedures, support the Kingdom of Bahrain's digital transformation and ensure the confidentiality of users' information.

The service enables citizens and residents to submit and track grievances online through the eKey system or by using a username and password. Users can also check the status of their grievances and follow the latest updates.

البلاد



مشاركة "الأمانة العامة للتظلمات" في ورشة عمل دولية متخصصة عبر الاتصال المرئي

شارك أعضاء من الأمانة العامة للتظلمات برئاسة سعادة السيدة غادة حميد حبيب الأمين العام للتظلمات في ورشة عمل متخصصة عُقدت اليوم عبر تقنية الاتصال المرئي، وتم تنظيمها بالتنسيق والتعاون المشترك مع السفارة البريطانية في المنامة.

وقد تولى تنظيم الورشة مكتب أمين المطالمة للسجون وأماكن الاحتجاز في المملكة المتحدة وويلز (PPO)، وبمشاركة دولية واسعة شملت أمانات التظلمات في كل من نيوزيلندا وإيرلندا الشمالية.

واستهدفت الورشة تبادل الخبرات واستعراض أفضل الممارسات الدولية في مجالات الرقابة، وآليات التحقيق المستقل، وضمانات حماية حقوق الإنسان داخل المنظومة الجنائية وأماكن الاحتجاز، وذلك في إطار تعزيز التعاون الدولي المستمر وتطوير الكفاءات الفنية والقانونية للجهات المشاركة.

البلاد



The General Secretariat for Grievances continues its efforts to promote gender balance and develop the work environment for women

The Equal Opportunities Committee at the General Secretariat for Grievances held its periodic meeting, chaired by Sheikh Mohammed bin Ali Al Khalifa, Director of the Department of International Cooperation and Development. He began the meeting by welcoming the members of the committee and emphasizing the importance of continuing to develop the work environment and activate the principles of gender balance, with a particular focus on improving the level of services provided to female employees at the General Secretariat for Grievances.

The meeting witnessed a review of the implementation of the recommendations and decisions issued by previous sessions, where members reviewed the achieved completion rates, studied current performance indicators, and presented new visions and mechanisms to develop these indicators, in order to ensure increased work efficiency and integration among all functional staff in the Secretariat.

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THE DAILY tribune
NEWS OF BAHRAIN



Ombudswoman meets UK diplomat

Ghada Hameed Habib, Secretary General of the Ombuds Office, received Fiona Walker Doyle, Deputy Head of Mission at the Embassy of the United Kingdom in Bahrain.

Habib highlighted the longstanding relations and partnership between Bahrain and the UK and discussed ways to strengthen cooperation and coordination, particularly in areas related to the work of the Ombuds Office.

Doyle praised the Ombuds Office's role in promoting human rights and justice, and affirmed the UK's keenness to develop further opportunities for cooperation and joint work between the two sides.

PRESS COVERAGE FOR GENERAL INSPECTION ORGANIZATION OF IRAN

خبرگزاری تسنیم

جلوگیری از تضییع ۱۵۰۰ میلیارد تومان بیت‌المال در پرونده



سخنگوی سازمان بازرسی کل کشور از جلوگیری از ورود خسارت یک‌هتیم همتی به بیت‌المال در اصفهان خبر داد.

به گزارش خبرگزاری تسنیم از اصفهان، در جریان بررسی‌های نظارتی سازمان بازرسی استان اصفهان، یکی از پرونده‌های مرتبط با املاک بانکی که احتمال ورود خسارتی سنگین به منابع عمومی در آن وجود داشت، مورد رسیدگی قرار گرفت و با اقدامات انجام‌شده، از تضییع احتمالی بیش از هزار و ۵۰۰ میلیارد تومان از حقوق بیت‌المال جلوگیری شد.

این پرونده مربوط به ملکی موسوم به "آبشار" است که در سال ۱۳۹۳ پس از ایجاد مطالبات یک بانک از یک مجموعه اقتصادی، به عنوان بخشی از فرایند تسویه بدهی‌ها در اختیار بانک قرار گرفت. چند سال بعد و در سال ۱۳۹۷، روند واگذاری این ملک به شخص دیگری با قیمتی پایین‌تر از ارزش واقعی انجام شد که با توجه به ابهامات موجود، سازمان بازرسی استان اصفهان نسبت به این موضوع ورود کرد.

پس از بررسی‌های صورت‌گرفته، موضوع برای پیگیری‌های حقوقی و بررسی ابعاد مختلف آن در شورای حفظ حقوق بیت‌المال استان مطرح شد تا از تضییع حقوق عمومی جلوگیری شود.

در همین رابطه، اشکان میرمحمدی، سخنگوی سازمان بازرسی کل کشور گفت: بررسی‌های انجام‌شده بر اساس مستندات موجود و کارشناسی‌های تکمیلی نشان داد که بین ارزش واقعی ملک آبشار و مبلغ تعیین‌شده برای واگذاری، اختلاف قابل توجهی وجود داشته است.



A ceremony to honor and introduce the head of the Judiciary and the head of the General Inspectorate of the country was held.

, a ceremony to honor and introduce According to Mashreq the head of the General Inspectorate of the country and the head of the Judiciary Presidency was held in the presence of Hojjatolislam Walmuslim Hamzeh Khalili, First Deputy Chief of the Judiciary, and a group of judicial officials.

At this ceremony, the services and efforts of Zabihollah Khodayian, the former head of the Inspector General of the country, during his tenure in this position, were honored and appreciated, and Asghar Jahangir was introduced as the new head of the Inspector General of the country.

A ceremony to honor and introduce the head of the country's General Inspectorate and the head of the Judiciary's precinct was held

Asghar Jahangir, who was previously the Deputy Minister of Social Affairs and Crime Prevention of the Judiciary, has been appointed as the head of the General Inspectorate of the country by order of the Head of the Judiciary.



Comprehensive guidelines should be prepared for the optimal use of artificial intelligence in the inspection organization.



In his first specialized meeting with managers, experts, and staff of the Strategic and Resource Management Department of the General Inspectorate of the Country, Asghar Jahangir congratulated the arrival of Un Week, explained new management approaches, and outlined a new vision of intelligent supervision a support for human capital

In the first part of his speech, the head of the Inspection Organization emphasized the need to change I approach from traditional supervision to intelligent supervision

Referring to the high speed of digital transformation in executive agencies, he stated: "In a situation where the governance system is moving towards intelligence and administrative processes in agencies are rapidly becoming digital, continuing with traditional monitoring methods will not be efficient

Jahangir reminded: The organization must use smart tools to create monitoring that is commensurate with the speed of executive developments so that it can take a proactive step in dealing with violations

خبرگزاری رسمی آگاه‌نیوز Agah News Official News Agency

The Deputy Economic Inspectorate of the Inspection Organization made a surprise visit to Tehran's gas stations.

Wednesday, September 24, 2021

The Deputy Economic Inspectorate of the Inspection Organization made a surprise visit to Tehran's gas stations

The Deputy Director of Supervision and Inspection of Economic Affairs of the General Inspectorate of the State, along with the Inspector General of Oil Affairs of the organization, visited several fuel stations in Tehran and closely examined the process of distributing fuel to citizens. According to the Agah News Agency, following the order of Asghar Jahangir, head of the General Inspectorate of the State, Sattar Shir-Aali, deputy head of supervision and inspection of economic affairs of the General Inspectorate of the State, along with Yousef Sobhani, the inspector general of oil affairs of the organization, and a group of military personnel in the field of refining and distribution of petroleum products, closely assessed the service provision and the supply status of gasoline and oil and gas by attending several gas stations in Tehran at night.

PRESS COVERAGE FOR OMBUDSMAN OF THE REPUBLIC OF INDONESIA

ORI officially begins implementation of the 2026 Indonesian Ombudsman Opinion



Jakarta (ANTARA) - The Indonesian Ombudsman (ORI) officially began the implementation of the Indonesian Ombudsman Opinion: Assessment of Public Service Maladministration in 2026 through an entry meeting or opening meeting held in Jakarta, Tuesday.

Deputy Chairman of the Indonesian Ombudsman, Rahmadi Indra Tektona, stated that the Indonesian Ombudsman wishes to outline the objectives, scope, methodology, and stages of expanding the 2026 Indonesian Ombudsman Opinion assessment.

"Collaboration and transparency are key to ensuring the assessment process not only meets compliance requirements but also has a real impact on improving overall public services," Rahmadi said.

He stated that the 2026 assessment marks a significant milestone in strengthening public service oversight because, for the first time, it covers State-Owned Enterprises (BUMN), State-Owned Legal Entities (BHMN), and State Universities with Legal Entities (PTN-BH).



The Ombudsman monitors the distribution of subsidized fertilizer to ensure it reaches the right targets.

Ombudsman member Fikri Yasin assessed that the subsidized fertilizer shortages that have occurred for some time are a serious problem.

"This condition can be caused by various factors, ranging from delays in distribution to potential irregularities by certain parties," Fikri said in a statement confirmed in Jakarta on Monday.

Fikri said the food sector is one of the priority programs that has received the attention of the Indonesian Ombudsman.

According to him, he has heard several times about fertilizer shortages, the cause of which must be investigated, whether due to delays or the involvement of speculators.



The House of Representatives approved Nuzran Joher as Chairman of the Ombudsman for the 2026-2031 period.

Jakarta (ANTARA) - The House of Representatives (DPR) Plenary Session approved Nuzran Joher as Chairman of the Republic of Indonesia Ombudsman for the 2026–2031 period. Deputy Speaker of the House of Representatives Sufmi Dasco Ahmad at the parliamentary complex, Senayan, Jakarta, Tuesday, said the letter proposing the new Ombudsman chairman was received by the DPR leadership from Commission II on July 30, 2026.

Based on the results of the discussion on the selection and appointment, Commission II submitted the name of Nuzran Joher in a consultation meeting in lieu of the DPR Deliberative Body meeting on August 18, 2026.

PRESS COVERAGE FOR FEDERAL TAX OMBUDSMAN OF PAKISTAN

DAWN

FBR cannot hide behind software limitations: federal tax ombudsman

KARACHI: The Federal Tax Ombudsman (FTO) has held that the Federal Board of Revenue (FBR) cannot hide behind the 'technical limitations' of its own IRIS software to deprive a taxpayer of a substantive legal right and has directed the board to remove system glitches that were blocking a lawful tax credit under Section 63 of the Income Tax Ordinance 2001.

The ruling came in a complaint filed by a salaried individual serving as a director in a private limited company through his counsel Muhammad Aleem. The complainant, a regular and compliant taxpayer, had made an investment in an Approved Pension Fund entitling him to a tax credit of Rs2,341,120 under Section 63 of the ordinance.

"However, due to system-related constraints on the IRIS portal, the correct credit could not be claimed at the time of filing the return for tax year 2025, compelling the complainant to deposit Rs217,188 merely to ensure timely filing of return and avoid penal consequences," said the complainant's counsel Muhammad Aleem citing the background of the issue.

"The Ombudsman observed that the department cannot use the technical limitations of its own software as a shield to deny a taxpayer a substantive legal right, holding that the FBR is duty-bound to provide a functional interface wherever the law allows a credit and the Commissioner authorises a revision."

The Law Today Pakistan

Your Right to Information

FTO Inducts Cross-Sector Professionals into Regional Advisory Committees Nationwide

Zafar Hijazi's office inducts region-wise professionals into Advisory Committees under FTO Ordinance, 2000, to address systemic issues in tax administration



ISLAMABAD: Under the aegis of Federal Tax Ombudsman Zafar Hijazi, the Federal Tax Ombudsperson's Office has continued to serve as a pillar of Pakistan's tax governance framework, advancing transparency, safeguarding the rights of taxpayers, and fostering a more responsive and accountable tax administration.

According to official notifications issued by the Federal Tax Ombudsman Secretariat, the appointments have been made under Section 18 of the Federal Tax Ombudsman Ordinance, 2000, with Regional Advisory Committees constituted for Balochistan, Islamabad/Rawalpindi, Khyber Pakhtunkhwa, Punjab and Sindh.

The members have been drawn on the recommendations of concerned chambers of commerce and industry, tax bar associations, the Institute of Chartered Accountants of Pakistan (ICAP), the Institute of Cost and Management Accountants of Pakistan (ICMA), women's chambers, and representatives of the legal practice and tax consultancy sectors.

DAWN

Nationwide iPhone scam probe widens

ISLAMABAD: The Federal Tax Ombudsman (FTO) has detected what it termed an organised scam involving the import and clearance of an iPhone 16 and directed the Federal Board of Revenue (FBR) to investigate the alleged role of FedEx, Customs officials and private individuals to determine whether similar frauds have occurred across the country.

Federal Tax Ombudsman Zafar Hijazi in his order released on Tuesday observed that the case pointed to a coordinated scheme through which a lawful consignee was deprived of his duty-paid mobile phone for more than one-and-a-half years despite paying all applicable taxes.

The complaint was filed by Muhammad Nausherwan Khan, who stated that his sister in Canada sent him an iPhone 16 Plus through FedEx in December 2024. After the handset arrived in Karachi, he paid the PTA tax of Rs138,526 but alleged that the phone was never delivered to him. He later discovered that a forged authority letter had allegedly been used to release the device to another person.

The FTO found that while the consignee's name remained unchanged in the tracking records and import documents, the address and contact details had allegedly been substituted with those of another individual in the airway bill and invoice.

The Ombudsman observed that such manipulation was indicative of an organised scam and stated that the modus operandi could not be ignored.

Although the complainant subsequently informed the Ombudsman that his grievance had been resolved, the FTO decided to continue pursuing the broader issue, saying the suspected scam required a thorough investigation to protect the public interest.

BUSINESS RECORDER

Founded by M.A. Zuberi

FTO grants relief to woman taxpayer

ISLAMABAD: Federal Tax Ombudsman (FTO) Zafar Hijazi has granted relief to a woman taxpayer who remained unable to obtain lawful tax registration after her CNIC was fraudulently used to secure a National Tax Number (NTN).

The FTO directed the Federal Board of Revenue (FBR) to finalise her lawful tax registration within 30 days and remove the procedural and system-related obstacles preventing her from filing income tax returns and complying with tax laws.

The case involved a woman whose CNIC had been misused, without her knowledge or consent, to obtain a fraudulent NTN. Although FBR subsequently cancelled the fraudulent registration and acknowledged that she was a victim of identity misuse, she remained trapped in the tax registration system and was unable to obtain a valid NTN in her own name.

The FTO observed that administrative justice is not achieved merely by disposing of a complaint on technical grounds. Where continuing maladministration deprives a citizen of a lawful right, the grievance must be fully and effectively resolved.

While maintaining that the challenge relating to the cancellation of the fraudulent NTN was barred by limitation, the FTO held that the woman's continuing inability to secure lawful tax registration constituted an ongoing instance of maladministration requiring immediate intervention.

The review petition was therefore partly allowed, and the earlier order was modified to provide meaningful and practical relief to the complainant.

PRESS COVERAGE FOR FEDERAL OMBUDSMAN OF PAKISTAN

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

Obstructing presidential order: Ombudsman warns EOBI officials of harsh action

ISLAMABAD: Wafaqi Mohtasib (Ombudsman) has warned the Employees Old Age Benefits Institution (EOBI) of stringent disciplinary and punitive proceedings against the delinquent officers responsible for obstruction in the implementation of the order of President Asif Ali Zardari.

According to the final directive issued to the EOBI Chairman, the Wafaqi Mohtasib (Ombudsman) Secretariat has referred to the correspondence dated December 17, 2025 pertaining to the implementation of the order of the President.

The secretariat noted that despite the efflux of seven months and explicit directives issued by this office, the matter remained egregiously unresolved. Such protracted delays, notwithstanding our formal correspondence, reflect a state of administrative inertia and non-compliance that is entirely unacceptable.

The execution of the President of Pakistan's appellate orders is a strict statutory obligation, not a discretionary prerogative. Consequently, Chairman EOBI is hereby directed to ensure the immediate and unconditional implementation of the aforementioned Presidential Order on an absolute priority basis. A consolidated and unequivocal compliance report must be submitted to Ombudsman Secretariat by August 13, 2026.

The secretariat warned that the communication should be treated as final notice. "Should you fail to effectuate compliance by the stipulated deadline, such dereliction shall be construed as willful defiance, gross insubordination, and a flagrant disregard for the sovereign orders of the President of Pakistan."

The Public Purview

Wafaqi Mohtasib Secures Rs220,500 Medical Aid for Cancer Patient in Peshawar

PESHAWAR: The Wafaqi Mohtasib Regional Office

Peshawar has secured **Rs220,500 in financial assistance** from Pakistan Bait-ul-Mal for a cancer patient after intervening in her complaint over delayed support for medical treatment.

According to the Wafaqi Mohtasib, Lala Rukh, a resident of University Town, Peshawar, approached the regional office after her request for financial assistance from Pakistan Bait-ul-Mal remained unresolved.

Following her complaint, the Wafaqi Mohtasib Regional Office took up the matter and initiated proceedings. The investigation was conducted by Director and Investigation Officer Fawad Hanif, while implementation of the decision was overseen by Deputy Adviser Muhammad Alamzaib.

As a result of the intervention, Pakistan Bait-ul-Mal approved **Rs220,500** in financial assistance through a cheque issued in favour of Lala Rukh to help cover her medical expenses.



Passport pending for 9 years issued on the order of the Federal Ombudsman

Quetta (PR) On the orders of the Federal Ombudsman, the passport of petitioner Muhammad Alam, which was pending for 9 years, was issued. Petitioner Muhammad Alam said that as soon as the petition was received against the delay and inattention of the concerned department, the Federal Ombudsman Regional Office Quetta initiated a timely inquiry and summoned the concerned department and started an immediate hearing of the case. During the hearing, the concerned department could not give any satisfactory response. Therefore, the Federal Ombudsman issued orders that the petitioner's passport should be issued immediately. As soon as the orders were received, the concerned department issued the petitioner's passport.

Independent

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Federal Ombudsman to Launch Separate Informal Dispute Resolution Section for Faster Public Grievance Redressal

PESHAWAR, July 1: A separate Informal Dispute Resolution (IRD) Section will soon be established at the Wafaqi Mohtasib Secretariat to ensure faster, more efficient and citizen-friendly resolution of public complaints, Regional Head Muhammad Qasim Jan announced during a high-level visit by Punjab Provincial Ombudsperson Dr. Najma Afzal Khan to the Regional Office in Peshawar.

Dr. Najma Afzal Khan, accompanied by Khyber Pakhtunkhwa Provincial Ombudsperson for Protection against Harassment at the Workplace Rubab Mehdi reviewed the Regional Office's performance and held detailed discussions on public service delivery and grievance redressal mechanisms.

Muhammad Qasim Jan briefed the delegation on complaint registration, disposal, implementation and institutional performance, stating that the new IRD Section is being established under Section 33 of the President's Order 1983 on the directives of Federal Ombudsman Naveed Kamran Baloch. The initiative aims to resolve complaints through mediation and reconciliation, providing quicker and more accessible justice.

Dr. Najma Afzal Khan commended the Regional Office's performance and appreciated the efforts of Muhammad Qasim Jan and Rubab Mehdi in strengthening public service delivery, institutional coordination and timely justice. The Wafaqi Mohtasib Secretariat also encouraged citizens to report cases of maladministration, injustice or unnecessary delays in federal government departments through its Regional Office in Peshawar or via the official WhatsApp

PRESS COVERAGE FOR FEDERAL BANKING OMBUDSMAN OF PAKISTAN

Daily Times

Your right to know Monday, September 28, 2026



Banking Mohtasib Pakistan calls on CJP

Published on: July 8, 2026 4:21 AM

Sirajuddin Aziz, Banking Mohtasib Pakistan, called on the Chief Justice of Pakistan, Mr. Justice Yahya Afridi, here at the Supreme Court of Pakistan on Tuesday. During the meeting, matters relating to the strengthening of banking dispute resolution and ongoing reform initiatives in the banking sector were discussed. The interaction followed the recent high-level consultation convened by the Chief Justice, in his capacity as Chairman of the Law and Justice Commission of Pakistan (LJCP), to identify legislative and procedural reforms aimed at improving the efficiency of banking litigation and promoting Alternative Dispute Resolution (ADR) mechanisms. During the meeting, the Banking Mohtasib apprised the Chief Justice of the institution's disposal performance, stating that 36,280 complaints were disposed of during 2025 despite 13,793 complaints having been brought forward and 35,130 fresh complaints received during the year, resulting in an eight percent reduction in overall pendency. The institution also provided relief amounting to Rs. 1.87 billion to banking customers, with the entire complaint redressal mechanism remaining free of charge for complainants. The Chief Justice applauded the efforts of the Banking Mohtasib in swiftly disposing of a substantial number of cases and providing significant relief to banking customers.

BUSINESS RECORDER

Founded by M.A. Zuberi

BMP provides relief of Rs762.76m



KARACHI: The Banking Mohtasib Pakistan (BMP) has granted monetary relief amounting to Rs 762.76 million to the banking customers by disposing of over eighteen thousand (18,482) complaints against commercial banks during the first half (January to June) of the current calendar year (CY26).

The number of complaints being lodged against commercial banks is on the increase. The Banking Mohtasib Office received 21,392 new complaints from 1st January to 30th June, 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, the Banking Mohtasib Pakistan, Sirajuddin Aziz has stressed upon the banking customers not to disclose their personal and financial credentials to any third person.

DAWN

Ombudsman fixes over 18,000 banking complaints

KARACHI: Banking Mohtasib has provided relief of Rs762.76 million to banking customers during the first half of the current calendar year.

According to a press release, the Banking Mohtasib Pakistan has granted monetary relief amounting to Rs762.76m to banking customers by disposing of over 18,482 complaints against commercial banks during the first half (January to June) of 2026.

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The Banking Mohtasib Office received 21,392 new complaints from Jan 1 to June 30, including 4,005 complaints from the Prime Minister's Portal, compared with 16,915 complaints received during the same period last year.

With a view to protecting banking customers from fraud and forgery, the Banking Mohtasib Pakistan, Sirajuddin Aziz, has stressed the need for banking customers not to disclose their personal and financial credentials to any third person.

He advised that on receipt of suspicious calls, they should immediately approach the nearest branch of their bank or contact the bank's helpline.



ISLAMABAD, Aug 19 (APP): President Asif Ali Zardari on Wednesday asked Banking Mohtasib Pakistan to expand public awareness about its services to help banking customers protect themselves against fraudulent activities.

He said this while talking to Banking Mohtasib Pakistan, Sirajuddin Aziz who called on him here at Aiwan-e-Sadr and presented the Banking Mohtasib's Annual Report 2025, a Presidency's news release said.

The President noted that information technology was playing an important role in modern banking services, and lack of knowledge was making customers vulnerable to fraudulent activities.

He asked the Banking Mohtasib to especially facilitate women, persons with disabilities, senior citizens, low-income communities and other vulnerable groups in accessing justice.

PRESS COVERAGE FOR PAKISTAN'S FEDERAL OMBUDSPERSON FOR PROTECTION AGAINST HARASSMENT

DAWN

E-PAPER | SEPTEMBER 28, 2025

Fospah launches mobile app to fast-track complaints



ISLAMABAD: Federal Minister for Law and Justice Senator Azam Nazeer Tarar formally inaugurated the Complaint Management System (CMS), mobile application and new website of the Federal Ombudsman for Protection Against Harassment (Fospah), aimed at making the management of complaints and cases more efficient, transparent and citizen-friendly.

The inauguration ceremony was held here on Thursday and was attended by officials of Fospah, the National Information Technology Board (NITB) and other relevant stakeholders.

Addressing the ceremony, Federal Minister for Law and Justice Senator Azam Nazeer Tarar appreciated Fospah's digital initiatives and said that the use of modern technology could play an important role in making access to justice easier, more transparent and more effective.

The law minister said that the Complaint Management System would enable better monitoring of different stages of complaints and cases, helping further strengthen case management, institutional performance and accountability.

He said that the mobile application and new website would provide citizens with easier access to Fospah's services and relevant information and facilitate the process of seeking redressal of complaints.

Daily NEWS LARK

FEDERAL OMBUDSPERSON IMPOSES RS500,000 FINE FOR GENDER-BASED HARASSMENT OF FEMALE EMPLOYEE

ISLAMABAD: The Federal Ombudsman for Protection Against Harassment (FOSPAH) has imposed a Rs500,000 fine on an employee for subjecting a female colleague to gender-based harassment through a sustained online campaign of humiliation and ridicule stemming from a workplace rivalry. According to the decision issued on Wednesday, the respondent conducted a coordinated campaign against the complainant by publishing multiple derogatory messages online. The respondent repeatedly used insulting and demeaning expressions and even fabricated the title of a fictitious book, along with false authorship and publication details, in an attempt to publicly mock and discredit the complainant. The judgment noted that the complainant's inability to have children was deliberately exploited as a means of humiliation. The respondent repeatedly compared her to the transgender community in a derogatory manner, which the Ombudsman identified as the central documentary evidence of the campaign against the complainant. The decision clarified that the mere use of ethnic or linguistic references does not, by itself, amount to harassment. However, it held that the respondent

THE EXPRESS
TRIBUNE

Women must 'fearlessly' report all gender-based discrimination at workplace: Ombudswoman

Federal Ombudswoman for Protection Against Harassment of Women at the Workplace Fauzia Waqar on Friday said that women must report all kinds of gender-based discrimination at the workplace, including physical misconduct, denial of equal opportunities, disregard for merit, and ban on senior roles.

The amendment to the Protection against Harassment of Women at the Workplace Act, 2010 passed by the senate on January 4, 2022 expanded the scope of the legislation by defining harassment as (i) any unwelcome sexual advance, request for sexual favours, stalking or cyber stalking or other verbal, visual or written communication or physical conduct of a sexual nature or sexually demeaning attitudes, including any gestures or expression conveying derogatory connotation causing interference with work performance or creating an intimidating, hostile or offensive work environment, or the attempt to punish the complainant for refusal to comply to such a request or is made a condition for employment; or (ii) discrimination on basis of gender, which may or may not be sexual in nature, but which may embody a discriminatory and prejudicial mind-set or notion, resulting in discriminatory behavior on basis of gender against the complainant

Inculcating awareness regarding the law, Fauzia urged the women to report all incidents of workplace harassment sans fear, stressing that awareness and timely complaints are key to ensuring legal protection and holding offenders accountable.

During a locally televised interview, the ombudswoman said that the Protection Against Harassment of Women at the Workplace law was in effect across both public and private sector institutions.

Fauzia warned that anyone found guilty would be held accountable under the law.

She highlighted that workplace harassment was not limited to unwelcome physical contact but also included discrimination on grounds of gender, which prevented women from acquiring senior roles despite being on merit.

DAWN

Woman sacked during maternity leave gets relief from ombudsperson

ISLAMABAD: The Federal Ombudsman for Protection Against Harassment (FOSPAH) on Tuesday provided relief to a woman by holding a private organisation liable for harassment after it terminated her services during her maternity leave.

The ombudsperson imposed a fine of Rs500,000 besides directing her reinstatement.

According to the complaint filed before the ombudsperson, the complainant had joined the organisation as an HR executive in November 2024 and was granted six months paid maternity leave from November 13, 2025, to May 13, 2026, with the approval of management. During her leave, however, the management repeatedly pressured her to resume duties before the expiry of her approved leave period.

PRESS COVERAGE FOR PAKISTAN'S PROVINCIAL OMBUDSPERSON OF PUNJAB AND PROVINCIAL OMBUDSPERSON OF KHYBER PAKHTUNKHWA



Punjab Ombudsperson Calls On Governor KPK

Provincial Ombudsperson for Punjab, Dr. Najma Afzal Khan, met with the Governor of Khyber Pakhtunkhwa, Faisal Karim Kundi, along with the Khyber Pakhtunkhwa Ombudsperson, Barrister Rabab Mehdi

LAHORE, (APP - UrduPoint / Pakistan Point News - 3rd Jul, 2026) Provincial Ombudsperson for Punjab, Dr. Najma Afzal Khan, met with the Governor of Khyber Pakhtunkhwa, Faisal Karim Kundi, along with the Khyber Pakhtunkhwa Ombudsperson, Barrister Rabab Mehdi.

During the meeting, the participants discussed measures to ensure protection for women against harassment, promote a safe and dignified working environment, strengthen institutional cooperation, and review the performance of the Ombudsperson institutions in both provinces.

Governor Khyber Pakhtunkhwa Faisal Karim Kundi underscored the importance of providing a safe environment for women and maintaining an effective system to combat harassment. He stated that it is the state's responsibility to ensure equal opportunities for women to perform their duties in every sector without fear or intimidation.

He also appreciated the role of the Ombudsperson institutions, noting that they play a vital role in eliminating harassment, ensuring the delivery of justice, and strengthening public confidence.



KP Assembly speaker, provincial ombudspersons discuss institutional cooperation

Speaker of the Khyber Pakhtunkhwa Assembly Babar Saleem Swati on Thursday held a meeting with Punjab Provincial Ombudsperson for Protection against Harassment Dr Najma Afzal Khan and Provincial Ombudsperson Rabab Mehdi to discuss institutional cooperation, governance reforms and public service delivery.

Secretary of the Provincial Assembly Syed Waqar Shah, senior officials of the Assembly Secretariat and representatives of the two ombudspersons' offices also attended the meeting, a handout said.

According to the statement, the participants discussed inter-provincial cooperation, good governance and measures to strengthen coordination between constitutional institutions. Mr Swati briefed the delegation on the assembly's rules and procedures, amendments to the Assembly Privileges Act and the paperless digital system introduced in the Assembly Secretariat. The visiting delegates appreciated the reforms and described them as an important step towards institutional development.

The meeting also reviewed the implementation of a memorandum of understanding (MoU) signed between the Khyber Pakhtunkhwa Assembly and the Provincial Ombudsperson Secretariat, preparations for the upcoming Commonwealth Women Parliamentarians (CWP) conference and avenues for enhancing institutional collaboration.

The speaker proposed holding a national conference of ombudspersons under the auspices of the Khyber Pakhtunkhwa

Assembly to promote networking and the exchange of experiences among ombudsperson institutions across the country. The proposal was welcomed by both provincial ombudspersons.

At the conclusion of the meeting, the delegation visited various sections of the Assembly Secretariat, while the speaker presented a commemorative shield to Dr Najma Afzal Khan. The participants reaffirmed their commitment to promoting institutional cooperation, transparent governance and effective public service delivery.



Women got property worth Rs4.1b in one year: KP Ombudsperson

Khyber Pakhtunkhwa Ombudsperson Rubab Mehdi on Tuesday released the first annual performance report of her office, revealing that women across the province were facilitated in securing property worth Rs4.1 billion during the past year, while more than 20,000 hearings were conducted.

Speaking at a press conference in Peshawar, Ms Mehdi said the office had been established under the Constitution to provide speedy and inexpensive justice to vulnerable segments of society, particularly women, who often could not afford the lengthy procedures and expenses associated with the conventional judicial system.

She said the office exercised jurisdiction under two major laws: the Protection Against Harassment of Women at the Workplace Act, 2010, and the Khyber Pakhtunkhwa Enforcement of Women's Property Rights Act, 2019. The ombudsperson has powers equivalent to those of a high court in harassment cases and a district court in matters relating to women's property rights.

According to Ms Mehdi, 2,397 cases were pending when she assumed office, while new complainants were being given hearing dates as late as November and December. At the time, only 20 to 25 cases were heard daily. She increased the daily cause list to between 80 and 120 cases.

"Although the initiative was initially considered impossible, all pending cases were cleared within four months," she said.

She added that the office was now receiving 15 to 20 new complaints daily, with around 4,000 new cases registered so far. Complainants were generally being given a hearing date within 15 to 20 days.

Governor lauds KP Ombudsperson's role in ensuring women's legal rights

Governor Khyber Pakhtunkhwa Faisal Karim Kundi on Friday appreciated the performance of the Provincial Ombudsperson, saying the institution was playing an important role in providing speedy and inexpensive justice to the people, particularly in safeguarding women's rights.

The Governor expressed these views during a meeting with Provincial Ombudsperson Rubab Mehdi at the Governor House, where she presented the institution's annual performance report.

During the meeting, Rubab Mehdi informed the Governor that the institution had taken effective measures to ensure women's legal rights, resulting in the restoration of properties worth approximately Rs 4.1 billion to women across the province.

She said the institution had conducted more than 19,000 hearings during the past year and was disposing of an average of 80 to 200 complaints and cases on a daily basis.

The Ombudsperson further said that, for the first time, special open courts for women had been organized to provide justice at their doorstep, with significant participation of women in Bannu and Dera Ismail Khan.

PRESS COVERAGE FOR PAKISTAN'S PROVINCIAL OMBUDSMAN OF SINDH

DAWN

Inquiry ordered against school over complaints of 'illegal' fee hikes

KARACHI: Parents have approached the Provincial Ombudsman of Sindh against alleged arbitrary practices and unlawful increases in fees by the Beaconhouse School System and raised a number of complaints with Ombudsman Mohammad Sohail Rajput.

The hearing was also attended by Special Secretary of Education Shazia Qazi, Director General Private Schools Mohammad Afzal, Additional Director Rafia Javed, Registrar Provincial Ombudsman Sindh Masood Ishrat, Regional Director Central Iqbal Nafees and a large number of parents.

During the hearing, the parents claimed that the school administration was arbitrarily increasing fees every year in violation of the law.

They also complained that despite the prevailing severe inflation, parents were being burdened with the additional expenses of changing their children's school uniforms every two years.

Taking notice of the complaints, Provincial Ombudsman of Sindh Mohammad Sohail Rajput directed the director general of private schools to submit a detailed report by Tuesday.

He also directed that action be taken against the school administration over any unlawful practices found during the inquiry.



Sujawal (Reporter) An open court was organized by Regional Director Sindh Ombudsman Altaf Hussain Leghari in Mirpur Bathoro, during which he listened in detail to various issues and complaints raised by the citizens.

DAWN

Ombudsman orders audit of Valika Hospital: Sixteen more children diagnosed with HIV/AIDS

KARACHI: Sindh Provincial Ombudsman Mohammad Sohail Rajput has ordered an urgent investigation and a series of corrective measures after 16 more children were diagnosed with HIV/AIDS at the Kulsum Bai Valika Hospital.

The families complained about medicines, treatment costs and hospital administration during a hearing chaired by Rajput and attended by senior officials of the Sindh Employees' Social Security Institution (SESSI), hospital administrators and parents of affected children.

Families alleged that essential medicines were not consistently available, hospital officials had failed to provide adequate cooperation and reimbursement of treatment-related expenses had been delayed.

Rajput criticised the hospital's performance and called for immediate measures to strengthen medical and administrative services.

He directed the authorities to explore the deputation of doctors from Sindh Infectious Diseases Hospital for six months according to the hospital's requirements.

He ordered the hospital administration to ensure uninterrupted supplies of medicines, nutritional supplements and other essential items required by affected children.

**Open Court Held In Lakhi To Address Public Complaints On Ombudsman's Directives**

SUKKUR, (APP - UrduPoint / Pakistan Point News - 31st Aug, 2026) On the directives of the Provincial Ombudsman Sindh, Regional Director of the Ombudsman Office Sukkur, Ahmed Ali Qureshi, on Monday held an open court at the Assistant Commissioner's Office Lakhi to hear public complaints and address them.

The open court was attended by the Assistant Commissioner of Lakhi, officials of various government departments, and a large number of citizens. Employees and members of the public presented their complaints and highlighted issues relating to different government departments.

During the session, citizens raised concerns regarding the education, Police, Public Health, Municipal, Health, Irrigation and Revenue departments, and apprised the Regional Director of the difficulties they were facing.

Ahmed Ali Qureshi listened carefully to the complaints and directed the concerned officials to resolve all genuine public grievances in accordance with the law and applicable rules at the earliest.

He stressed that timely action was necessary to prevent citizens from facing unnecessary difficulties and inconvenience when dealing with government offices.

PRESS COVERAGE FOR ADMINISTRATIVE CONTROL AUTHORITY OF LIBYA



وكالة الأنباء الليبية



هيئة الرقابة الإدارية تنظم ورشة عمل في تونس حول التحقيقات المالية الموازية في جرائم الفساد وغسل الأموال.



تونس 05 يوليو 2026 (وال) - نظمت هيئة الرقابة الإدارية بالتعاون مع مكتب الأمم المتحدة المعني بالمخدرات والجريمة ورشة عمل حول التحقيقات المالية الموازية في جرائم الفساد وغسل الأموال.

وقالت الهيئة عبر مكتبها الإعلامي إن تنظيم الورشة التي استضافتها مدينة تونس خلال الفترة من 4 إلى 6 يوليو 2026م جاء انطلاقاً من تنامي أهمية التحقيقات المالية الموازية كأحدى الأدوات الرئيسية في مكافحة الفساد وغسل الأموال والجريمة المنظمة، إذ لم يعد الاكتفاء بإثبات الجريمة الأصلية كافياً، بل أصبح تتبع الأموال المتحصلة منها والكشف عن مساراتها والأصول الناتجة عنها عنصراً أساسياً في ملاحقة مرتكبي الجرائم المالية وتجفيف منابعها.

وركزت الورشة على تعزيز معارف ومهارات المشاركين في إجراء التحقيقات المالية الموازية المرتبطة بجرائم الفساد، من خلال التعريف بالمفاهيم الأساسية والمنهجيات العملية لتتبع وتحليل التدفقات المالية غير المشروعة والكشف عن عائدات الفساد والأصول المتحصلة منه.

قادر بوه يوجه بإعادة النظر في تشكيل لجنة العطاء العام لقطاع الصحة



عقد رئيس هيئة الرقابة الإدارية، "عبد الله قادر بوه"، اليوم الأحد، اجتماعاً مع الإدارة العامة لفحص العقود ومتابعة تنفيذ المشروعات، بحضور مديري الإدارات الفرعية بالإدارة، إلى جانب مدير الإدارة العامة للشؤون المالية والموارد البشرية.

وتناول الاجتماع نتائج أعمال الفحص المتعلقة بالعطاء العام رقم (T1-2026) الخاص بتوريد أدوية أمراض الدم والهيموفيليا، والأدوية النفسية والعصبية، وأدوية التصلب اللويحي، إضافة إلى العطاء رقم (T2-2026) الخاص بمشغلات ومستلزمات مصارف الدم، من حيث مدى مطابقة الإجراءات للاشتراطات والمعايير الطبية والفنية المعتمدة، وسلامة إجراءات قيد الشركات المزمع التعاقد معها.

وأكد رئيس الهيئة خلال الاجتماع ضرورة الإسراع في مراجعة عقود توريد الأدوية والمستلزمات الطبية والبت فيها، مع مراعاة الأوضاع الصحية والإنسانية للمرضى، بما يضمن وصولها في أسرع وقت ممكن، وبما يكفل مطابقتها للاشتراطات والمعايير الطبية والفنية المعتمدة محلياً ودولياً، مع التحقق من صحة وسلامة إجراءات قيد الشركات لدى الجهات المختصة.

كما شدد على عدم التهاون في اتخاذ الإجراءات القانونية والتأديبية والجنائية حيال أي مخالفات يثبت ارتكابها في مراحل تحديد المواصفات أو تقدير الاحتياج أو قيد وتسجيل الشركات المزمع التعاقد معها، نظراً لما يمثله هذا الملف من أهمية تمس الأمن الصحي في ليبيا.

وخلص الاجتماع إلى مراجعة جميع الإجراءات المتعلقة بالعطاءين (T1-2026) و(T2-2026) الصادرين عن لجنة العطاء العام لقطاع الصحة بديوان مجلس الوزراء لحكومة الديبة، وتكليف لجنة مختصة على وجه السرعة بمراجعة صحة وسلامة إجراءات قيد الشركات بصفتها شركات مصنعة، والتحقق من نوعية الأصناف الدوائية وحجم الاحتياج الفعلي مقارنة بما ورد من الجهات المختصة، مع اتخاذ الإجراءات القانونية اللازمة حال ثبوت أي مخالفة.



تكثيف الرقابة على تنفيذ عقد «الكتاب المدرسي»

وجه رئيس هيئة الرقابة الإدارية، عبد الله قادر بوه، باستمرار أعمال الرقابة المصاحبة واللاحقة على تنفيذ عقد توريد الكتاب المدرسي للعام الدراسي 2026-2027، لضمان تنفيذ العقد وفق الجدول الزمني المعتمد ووصول الكتب إلى المؤسسات التعليمية قبل انطلاق العام الدراسي الجديد.

جاء ذلك خلال اجتماع عقده، اليوم الأحد، مع الإدارة العامة لفحص العقود ومتابعة تنفيذ المشروعات، في مقر ديوان الهيئة بالعاصمة طرابلس، لمناقشة أولويات عمل الإدارة خلال المرحلة المقبلة، ومتابعة مستجدات تنفيذ عقد توريد الكتاب المدرسي.

وشهد الاجتماع استعراض أولويات الإدارة العامة لفحص العقود ومتابعة تنفيذ المشروعات، وفي مقدمتها تعزيز الرقابة على العقود العامة والمشروعات ذات الأولوية، وتفعيل الرقابة بمختلف مراحلها، ولا سيما الرقابة المصاحبة واللاحقة، بما يضمن المتابعة الميدانية، ورصد أوجه القصور والانحرافات ومعالجتها، إلى جانب تطوير آليات المتابعة ورفع جودة التقارير الرقابية، بما يعزز الشفافية وكفاءة إدارة المال العام.

كما اطلع رئيس الهيئة على الموقف التنفيذي لعقد توريد الكتاب المدرسي، ونسب الإنجاز المحققة، ومراحل وصول شحنات الكتب إلى المخازن الرئيسية والفرعية، وخطط توزيعها على مراقبات التربية والتعليم، والإجراءات اللوجستية المعتمدة لضمان وصول المقررات الدراسية إلى جميع المؤسسات التعليمية في المواعيد المحددة.

PRESS COVERAGE FOR JORDANIAN INTEGRITY AND ANTI-CORRUPTION COMMISSION



JIACC Nabs Agriculture Ministry Employee in Bribery Case

Amman, Aug. 13 (Petra) –Jordan Integrity and Anti-Corruption Commission (JIACC) Thursday referred an Agriculture Ministry employee to its Public Prosecutor after being caught red-handed in accepting a bribe from a ministry client in exchange for handing over paperwork related to the client's company.

The JIACC, in a statement, said the client had earlier reported the bribery request to the commission agents.

JIACC personnel went to the location designed to deliver the bribe and caught the employee accepting the payment while in possession of the company's documents.

The commission added that the worker's referral to the JIACC Public Prosecutor aims to take legal action into the bribery case.



منصة عربية لتعزيز محتوى الاقتصاد الرقمي والريادة

إطلاق الحملة الإعلامية الثالثة لـ "النزاهة الرقمية"



نظمت هيئة النزاهة ومكافحة الفساد، برئاسة المهندس حازم المجالي، بالتعاون مع المركز الوطني للأمن السيبراني ممثلاً برئيسه المهندس محمد الصمادي، حفل إطلاق الحملة الإعلامية الثالثة للنزاهة الرقمية تحت عنوان: "بالأمن السيبراني نحمي .. وبالنزاهة نرتقي". وإعلان نتائج وتكريم الفائزين بـ "مسابقة سايبير واغي - النسخة الثالثة 2026"، بحضور عدد من المسؤولين والطلبة المشاركين.

وقال المهندس المجالي، خلال الفعالية، إن مواجهة الفساد في العصر الرقمي تتطلب حضوراً إيجابياً ومسؤولاً في ترسيخ قيم ومعايير النزاهة ونشر الوعي بالمخاطر السيبرانية.

وأكد أن مواجهة الفساد لا تقتصر على الإجراءات القانونية والرقابية، بل تتطلب بناء شراكات حقيقية على مستوى الدولة بين الوزارات والمؤسسات والهيئات ذات العلاقة، وتطوير القدرات والاستثمار في الإنسان والمعرفة.

وأشار المجالي، إلى العلاقة الوثيقة والتكاملية بين الأمن السيبراني والنزاهة ومكافحة الفساد، مؤكداً أنه مع توسع عمليات الرقمنة والاعتماد على الأنظمة الإلكترونية، أصبحت حماية هذه الأنظمة ضرورة أساسية للحفاظ على المال العام والبيانات والوقاية من أفعال الفساد.

الملك يتسلم التقرير السنوي لهيئة النزاهة ومكافحة الفساد



هلا أخبار - تسلم جلالة الملك عبدالله الثاني، اليوم الأحد، التقرير السنوي لهيئة النزاهة ومكافحة الفساد لعام 2025.

وأكد جلالتة، خلال لقائه رئيس مجلس الهيئة حازم المجالي، ضرورة الاستمرار في بناء ثقة المواطنين بالمؤسسات الوطنية.

ولفت جلالة الملك إلى أهمية دور الهيئة في توفير بيئة تشجع على الاستثمار، من خلال تعزيز منظومة النزاهة في جميع المؤسسات.

وجاء في التقرير أن قيمة المبالغ التي استردتها الهيئة أو ساهمت في استردادها أو منعت هدرها من المال العام خلال عام 2025 بلغت حوالي 79 مليون دينار، كما أحالت الهيئة 298 ملفاً تحقيقاً للادعاء العام.

كما أطلقت الهيئة الاستراتيجية الوطنية للنزاهة ومكافحة الفساد للأعوام 2026 - 2030.

وحضر اللقاء رئيس الديوان الملكي الهاشمي يوسف حسن العيسوي، ومدير مكتب جلالة الملك، المهندس علاء البطاينة.

الإخبارية

الرقابة والتفتيش تبحث مع وفد أردني تعزيز التعاون الرقابي

بحث رئيس الهيئة المركزية للرقابة والتفتيش عامر العلي، الخميس 20 آب مع وفد هيئة النزاهة ومكافحة الفساد الأردنية تعزيز التعاون المؤسسي بين الجانبين في مجالات الرقابة والنزاهة ومكافحة الفساد، في مقر الهيئة بحضور عدد من المسؤولين.

وأوضح العلي خلال اللقاء أن الهيئة تعمل على تطوير أدواتها الرقابية وتعزيز فاعلية الأداء داخل المؤسسات العامة، بما ينسجم مع المعايير والممارسات الدولية، إلى جانب توسيع الشراكات والتعاون مع الجهات النظرية في الدول الصديقة، بحسب ما نشرت الهيئة عبر حساباتها الرسمية.

من جانبه، أكد الوفد الأردني استمرار دعمه للهيئة المركزية، واستعداده لتوسيع مجالات التعاون من خلال تبادل الخبرات، وعقد اللقاءات الدورية، وتنظيم ورش العمل، بما يساهم في تطوير القدرات الرقابية ورفع كفاءة الأداء المؤسسي وتعزيز منظومة النزاهة ومكافحة الفساد.

وشدد الجانبان على أهمية استمرار التنسيق وتبادل الخبرات في مجالات الرقابة ومكافحة الفساد وحماية المال العام، بما يعزز دور المؤسسات الرقابية في تطوير العمل المؤسسي والارتقاء بأدائه.

وبحث رئيس الهيئة العلي في 20 تموز الماضي مع وفد من منظمة "سيجما"، الذراع التقني للاتحاد الأوروبي، ومنظمة التعاون الاقتصادي والتنمية (OECD)، تعزيز مسار الإصلاح الإداري وتطوير آليات الحوكمة.

PRESS COVERAGE FOR OMBUDSMAN OF MOZAMBIQUE AND MEDIATOR OF IVORY COAST

Moçambique Notícias

Provedor de Justiça defende administração pública mais próxima do cidadão



Morosidade processual e dificuldades associadas à modernização de alguns serviços nas instituições públicas, continuam entre os principais factores que afectam o exercício dos direitos dos cidadãos e motivam reclamações.

Falando num Seminário Multisectorial sobre Boa Administração Pública, subordinado ao lema "Por uma Boa Administração Pública e Liberdade de Expressão, o Provedor de Justiça, nesta quinta-feira (16), em Maputo, Isaque Chande, defendeu uma administração pública mais próxima dos cidadãos, eficiente e orientada para a resolução dos seus problemas.

"A qualidade dos serviços da administração pública mede-se, sobretudo, pela nossa capacidade de responder às necessidades concretas dos cidadãos, pela forma como tratamos cada pessoa que procura os serviços e pela confiança que construímos na relação entre o Estado e a sociedade", afirmou Isaque Chande.

A fonte destacou ainda o papel da transformação digital na melhoria da prestação de serviços públicos.

"É nossa expectativa que a transformação digital ora em curso tornará a administração pública mais eficiente e eficaz, contribuindo para uma interacção mais profícua com o cidadão e para a melhoria considerável da qualidade dos serviços", disse.

Presente no evento, o ministro da Administração Estatal e Função Pública, Inocêncio Impissa, admitiu a necessidade de fortalecer a ética, a transparência e a boa governação na administração pública.

ABIDJON.NET

Intelligence artificielle : les institutions ivoiriennes réfléchissent à son intégration dans les mécanismes de médiation



Coopération ivoiro-turque : Le Médiateur de la République et l'ambassadeur de Türkiye renforcent leur partenariat pour la paix et le développement



Le Médiateur de la République, Gaoussou Touré, et l'ambassadeur de la République de Türkiye en Côte d'Ivoire, Deniz Erdoğan-Barım, entendent donner un nouvel élan à leur coopération en faveur de la cohésion sociale et du développement communautaire.

Les deux personnalités se sont entretenues, le mercredi 1er juillet 2026, à Abidjan, au cours d'une audience consacrée aux perspectives de collaboration entre les deux institutions. Les échanges ont porté sur le renforcement des actions de prévention des conflits, de promotion de la paix et de consolidation de la cohésion sociale, dans un contexte où ces enjeux demeurent essentiels pour le développement durable de la Côte d'Ivoire.

Au cours de la rencontre, l'ambassadeur de Türkiye a présenté les opportunités d'appui que son pays pourrait mobiliser à travers l'Agence turque de coopération et de coordination (Tika) ainsi que d'autres institutions turques. Ces appuis visent notamment la mise en œuvre de projets sociaux, avec un accent particulier sur l'autonomisation économique et sociale des femmes.

Pour sa part, le Médiateur de la République a réaffirmé sa détermination à intensifier les mécanismes de prévention des conflits en s'appuyant sur un réseau de proximité plus efficace et sur le développement d'outils numériques destinés à améliorer la prise en compte des préoccupations des citoyens sur l'ensemble du territoire.

Cette audience témoigne de la volonté partagée de la Côte d'Ivoire et de la Türkiye de consolider leur coopération autour d'initiatives favorisant la paix, le dialogue, la cohésion sociale et l'amélioration des conditions de vie des populations.

PRESS COVERAGE FOR INSPECTORATE GENERAL OF UGANDA

IGG charges Parliament officials over alleged embezzlement, money laundering

The Inspectorate of Government has preferred charges against several Parliament of Uganda officials over alleged embezzlement, causing financial loss and money laundering.

According to charge sheets seen, the officials are accused of stealing public funds during the period between 2023 and May 2026 while serving in different offices at Parliament.

Those named include Chris Ariko Obore, the Director of Communications and Public Affairs, who is accused of embezzling UGX5.253 billion.

Adilo Daniel, the Director Human Resource, is accused of embezzling UGX14.608 billion, while Okema Leonard, listed as Executive Secretary in the Office of the Speaker, is accused of embezzling UGX3.489 billion.

Rajab Kaaya Ssemalulu, a Principal Research Officer, is accused of embezzling UGX2.170 billion. Otebata Vincent, listed as Capacity Development Officer, is accused of embezzling UGX5.253 billion.

The offences are cited under section 18 of the Anti-Corruption Act, Cap 116. Another count cites causing financial loss under section 19 of the same law.

The officials are also jointly accused of money laundering, alongside Murebe Methods, listed as Chief Executive Officer of Parliament SACCO. The charge sheet alleges that between January 2023 and April 2026, they processed, approved and received UGX10.893 billion, allegedly knowing the funds were proceeds of crime.

The charges were preferred by Brenda Kimbugwe Mawanda, Manager Prosecutions, and carry the consent of Lady Justice Aisha Naluzze Batala, the Inspector General of Government.



IGG Orders Interdiction of URSB Registrar General, Three Senior Officials

The Inspector General of Government has directed the interdiction of Uganda Registration Services Bureau Registrar General Mercy Kainobwisho and three other senior officials as investigations into allegations of corruption at the agency get underway.

In a statement dated 18 August 2026, Inspector General of Government Lady Justice Naluzze Aisha Batala said Kainobwisho is being investigated over allegations of embezzlement of government funds, abuse of office, institutional mismanagement, money laundering and maladministration at URSB.

The IGG has directed Justice and Constitutional Affairs Minister Norbert Mao to immediately interdict Kainobwisho to allow investigations to proceed without interference.

The IGG said the interdiction is intended to protect the integrity of the investigations and is in the public interest.



IGG calls for greater accountability from public servants as Uganda marks Anti-Corruption Day

Kampala, Uganda: The Inspector General of Government (IGG), Lady Justice Naluzze Aisha Batala, has challenged public officers to strengthen service delivery and prevent corruption before it takes root, saying the quality of government institutions is ultimately measured by the experience of ordinary citizens seeking public services.

Speaking on Wednesday, July 15, during the commemoration of African Anti-Corruption Day (AACD) 2026, Lady Justice Naluzze urged accounting officers and institutional leaders to reflect on whether government systems are responsive, transparent and accountable.

"When a citizen walks into a government office tomorrow morning, what experience will they have? Will they find a public service that listens, responds, and delivers? Or will they encounter delays, indifference, and systems that make the government seem distant from their daily struggles?" she asked.

The event was held under the theme, "No Sleep; No Corruption: A Call for Heightened Vigilance, Diligence, and Commitment to Public Service."

Lady Justice Naluzze said the theme serves as a reminder that corruption flourishes where oversight is weak, accountability is ignored, and leaders become complacent.



Top OPM refugee officials sent to Luzira over abuse of office

The Anti-Corruption Court in Kampala has remanded two senior officials from the Office of the Prime Minister (OPM) to Luzira Prison over allegations of abuse of office and extortion involving refugee registration.

Patrick Okello, the Commissioner for Refugee Management, and Noel Ikwap, an Assistant Information Technology Officer, appeared before Grade One Magistrate Esther Asiimwe. The magistrate ordered both suspects remanded until August 10, 2026, when they are scheduled to return for case mentioning and the hearing of their bail application.

The arrests stem from a broader investigation led by the Inspectorate of Government (IG). Okello was originally apprehended in June alongside five other officers and a Pakistani national for their alleged involvement in extorting money during the registration of vulnerable displaced populations.

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