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THE OMBUDSMAN OBSERVER



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President of OICOA and Chief Ombudsman of Türkiye, Hon'ble Mr. Mehmet Akarca, Chaired the Virtual 13th Board Meeting of the OIC Ombudsman Association

Mr. Akarca proposed the establishment of a Subcommittee on Children's Rights, drawing upon Türkiye's experience in specialised mechanisms for protecting women and children, and also called for an OICOA framework on ethical and responsible use of Artificial Intelligence in ombudsman offices.



Hon'ble Nuzran Joher Sworn-in as Chairman of the Ombudsman Institution of the Republic of Indonesia

Hon'ble Mr. Nuzran Joher was formally sworn in as Chairman of Ombudsman Institution of Indonesia before President of the Republic of Indonesia, H.E. Mr. Prabowo Subianto, at the State Palace in Jakarta on 1st October 2026. Mr. Nuzran Joher has also acceded to the OIC Ombudsman Association's Board of Directors.

TOP ACTIVITIES IN THIS ISSUE

- **OICOA Member Hon'ble Ms. Ayesha Hamid hosts a landmark international conference on the occassion of 30th Anniversary of the Provincial Ombudsman of Punjab**
- **Azerbaijan's Human Rights Commissioner and OICOA Board Member, Hon'ble Ms. Sabina Aliyeva Participates in Second Business and Human Rights Forum in Strasbourg**
- **OICOA Secretary General Hon'ble Zafar Hijazi along with Pakistan's Federal and Provincial Ombudsmen Called on the Chief Legal Consultant to the President of Pakistan to Discuss Institutional Cooperation and Effective Mechanisms of Public Accountability**
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Executive Secretary (OIC Ombudsman Association)

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The President's Message

Dear Esteemed OICOA Members and Colleagues,



I am pleased to address you through the October 2026 issue of the Newsletter of the OIC Ombudsman Association (OICOA).

At the heart of our work under the umbrella of OICOA is the strengthening of cooperation among Ombudsman Institutions, the enhancement of the exchange of information and experience, and consultation on matters regarding human rights, justice and good administration.

Within this framework, we held the 13th Meeting of the OICOA Board of Directors online. During the meeting, the work of our Association was reviewed, views were exchanged on ongoing activities, and plans for the upcoming period were discussed.

I would like to thank all members of the Board of Directors who participated in the meeting for their valuable contributions.

I would also like to extend my heartfelt congratulations to Dr. Asghar Jahangir, who has recently assumed the position of President of the General Inspection Organization of the Islamic Republic of Iran and Vice President of OIC Ombudsman Association, and wish him every success in his new role.

We will continue to strengthen solidarity and cooperation among OICOA members, enhance the exchange of information and experience, and further develop our joint initiatives. I strongly believe that our Association will continue to serve as an important platform that brings Ombudsman Institutions from various countries together around shared values and strengthens the bonds of friendship among us.

On this occasion, I would like to thank all our Members for their valuable contributions, cooperation, and solidarity. I am confident that the collaborative efforts of the OICOA family will continue to grow stronger.

Mehmet Akarca

PRESIDENT (OICOA)
CHIEF OMBUDSMAN OF TURKIYE

The Secretary General's Message

Esteemed OICOA Members and Colleagues,



At the outset, I extend my heartiest congratulations to Hon'ble Ms. Ayesha Hamid, Provincial Ombudsman of Punjab, on the successful organization of the 30th Anniversary International Conference of the Office of the Ombudsman Punjab. This landmark gathering was a matter of great pride for Pakistan and provided a valuable platform for international dialogue, exchange of institutional experiences and stronger cooperation among the ombudsman fraternity. I also commend my esteemed colleagues, Hon'ble Ms. Fauzia Viqar, FOSPAH; Hon'ble Mr. Sohail Rajput, Ombudsman Sindh and Hon'ble Mr. Sirajuddin Aziz, Banking Ombudsman Pakistan, for their valuable contributions as panel moderators. Such gatherings remind us that the strength of the ombudsman community lies not only in our institutional achievements, but also in the bonds of friendship, mutual trust and collegiality that we nurture across borders. For OICOA, these relationships are particularly meaningful, as they bring our Member Institutions across the OIC States closer together and lay the foundation for sustained cooperation in advancing administrative justice and good governance.

I also wish to acknowledge the valuable contributions of our esteemed President and Chief Ombudsman of Turkiye, Hon'ble Mr. Mehmet Akarca, and fellow Board Members during the recently held 13th OICOA Board Meeting. I particularly welcome the President's emphasis on expanding the Association's reach, as well as Hon'ble Ms. Sabina Aliyeva's thoughtful suggestions for greater exchange of institutional expertise and good practices. As I shared with my fellow Board Members, our affiliation with the OIC carries both recognition and responsibility. We must now work together to translate this important standing into meaningful opportunities for our Members, while extending the benefits of ombudsmanship to those OIC States where such institutions have yet to take root.

My heartiest congratulations also go to Hon'ble Mr. Nuzran Joher on assuming office as Chairman of the Ombudsman Institution of Indonesia and OICOA Board Member. I am equally pleased to welcome Hon'ble Mr. Sadatullah Khan Bazai, newly appointed Provincial Ombudsman of Balochistan, to the OICOA fraternity. I wish both distinguished colleagues every success in their responsibilities and look forward to their valuable contributions to our shared objectives.

I am pleased to see our Member Institutions giving attention to some of the more pressing challenges facing public administration today. Hon'ble Ms. Ghada Hameed Habib's discussions with UNDP on human rights-based AI governance are particularly timely, as the growing use of technology must not come at the expense of fairness and individual rights. I also appreciate the exchange of anti-corruption expertise between the oversight authorities of Libya and Qatar, and Hon'ble Ms. Fauzia Viqar's efforts to develop closer cooperation with the OIC Women Development Organization on women's rights. I hope these engagements will lead to practical improvements and offer useful lessons for our wider membership.

As we look ahead, I hope we will never lose sight of the people whose trust gives our institutions their true purpose. Beyond the conferences we attend and the initiatives we undertake, our greatest responsibility remains to ensure that every citizen who turns to an Ombudsman is heard with fairness, treated with dignity and afforded an effective remedy where injustice has occurred. It is through this everyday service, often carried out away from public attention, that our institutions earn their credibility and make their most lasting contribution. I wish all my esteemed colleagues continued strength and success in upholding this responsibility.

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,



I am pleased to share the October 2026 edition of 'The Ombudsman Observer' with our readership. I would like to begin by congratulating two distinguished colleagues on their recent appointments. Hon'ble Mr. Nuzran Joher has assumed the chairmanship of the Ombudsman Institution of Indonesia, and I am especially glad to welcome him to the OICOA Board. My sincere congratulations also go to Hon'ble Mr. Sadatullah Khan Bazai, who has taken office as Provincial Ombudsman of Balochistan, Pakistan. I wish them both a rewarding tenure and look forward to developing close working relationships with their respective institutions.

Having had the opportunity to moderate the proceedings of the 13th OICOA Board Meeting, I was particularly encouraged by the enthusiasm of our Board Members to contribute ideas for the Association's betterment and excellence. Under the chairmanship of Hon'ble Mr. Mehmet Akarca, the discussions covered several areas deserving our attention, from children's rights to emerging questions surrounding ethicl use of artificial intelligence in addressing the grievances of the complainants. For us at the OICOA secretariat, the important task now lies in giving these proposals the necessary attention, facilitating consultation among OICOA Members & relevant stakeholders from other regions and helping develop initiatives that our ombudsman institutions and the people they serve can genuinely benefit from.

I must also congratulate Hon'ble Ms. Ayesha Hamid and her colleagues at the Office of the Ombudsman Punjab for hosting a successful international conference to mark the institution's 30th anniversary. Those of us involved in organising international engagements know how much careful planning and coordination such occasions demand. It is therefore especially gratifying to see a Member Institution bring together colleagues from different parts of the world for discussions of common professional interest. I hope the Office of the Ombudsman Punjab will carry forward the same spirit of engagement as it enters its fourth decade of public service.

I was particularly pleased to learn of the Forum for the Exchange of Experiences of Ombudsmen from the Balkan Region and Neighbouring Countries, hosted in Istanbul by the Ombudsman Institution of Türkiye in cooperation with TİKA. I congratulate Hon'ble Mr. Mehmet Akarca and his colleagues for bringing together representatives from 14 countries to examine common challenges in protecting citizens' rights. Here in Pakistan, I had the privilege of joining OICOA Secretary General Hon'ble Mr. Zafar Hijazi and fellow Ombudsmen in a meeting with Hon'ble Justice (Retd.) Irfan Qadir, Consultant for Legal Affairs to the President of Pakistan. Our discussions on improving coordination among Federal and Provincial Ombudsman institutions of Pakistan were particularly worthwhile, as citizens should not have to navigate unnecessary administrative difficulties when seeking relief. I also commend Hon'ble Ms. Sabina Aliyeva, Human Rights Commissioner of Azerbaijan and OICOA Board Member, for drawing attention to the risks of forced labour amid green and digital transitions at the Business and Human Rights Forum in Strasbourg. Alongside these emerging concerns, our Members continue to address longstanding barriers to justice. I appreciate Hon'ble Lady Justice Naluzze Aisha Batala's efforts to improve accountability in Uganda's justice sector and Hon'ble Mr. Isaque Chande's public outreach at the Maputo International Fair for helping citizens better understand their rights and available remedies.

I hope you will find this edition informative and worthwhile, and will help you in getting practical takeaways for your respective ombudsman institutions. I eagerly look forward with great interest to the activities and opportunities that the coming months will bring and sharing your accomplishments across the OIC region and beyond.

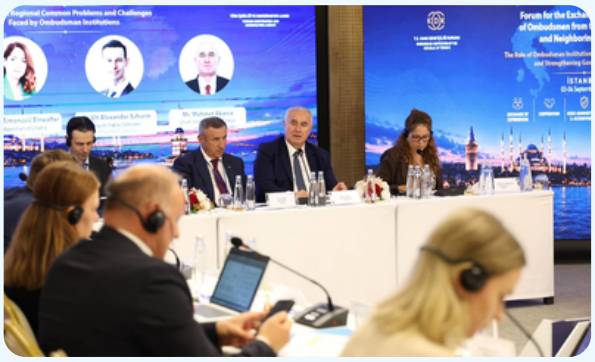
Almas Ali Jovindah
EXECUTIVE SECRETARY (OICOA)

OMBUDSMAN INSTITUTION OF TURKIYE

Forum for the Exchange of Experiences of Ombudsmen from the Balkan Region and Neighboring Countries was Held in Istanbul Hosted by the Ombudsman Institution of Türkiye

Hosted by the Ombudsman Institution of the Republic of Türkiye, in cooperation with the Turkish Cooperation and Coordination Agency (TİKA), the Forum for the Exchange of Experiences of Ombudsmen from the Balkan Region and Neighboring Countries was held in Istanbul on 3–4 September 2026.

Held under the theme "The Role of Ombudsman Institutions in Protecting Human Rights and Strengthening Good Administration: Exchange of Experiences among the Balkans and Neighboring Countries", the Forum brought together Ombudspersons, senior representatives of Ombudsman and Human Rights Institutions, as well as academicians from 14 countries: Türkiye, Albania, Bosnia and Herzegovina, Bulgaria, Czechia, Croatia, Montenegro, Kosovo, North Macedonia, Hungary, Romania, Serbia, Slovakia, and Slovenia. The opening session featured addresses by Dr. Ali Ercan, Vice President of TİKA; Mr. Davut Gül, Governor of Istanbul; and Mr. Mehmet Akarca, President of OICOA and Chief Ombudsman of the Republic of Türkiye.

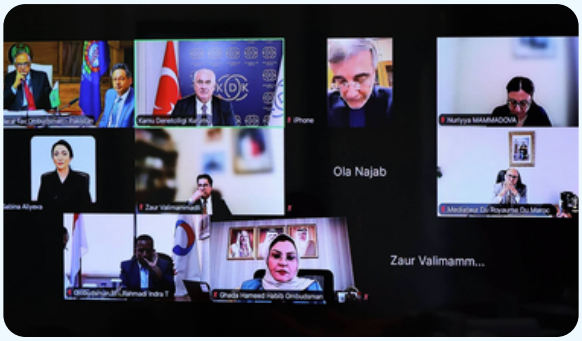




Over the course of two days, participants exchanged institutional experiences and national practices and discussed common challenges. Key topics included the role of Ombudsman and Human Rights Institutions as a bridge of trust between citizens and the state; the protection of the rights of people living in rural and hard-to-reach areas; the promotion of the principles of good administration; common regional challenges faced by ombudsman institutions; and the strengthening of regional cooperation in the field of human rights.

President of OICOA and Chief Ombudsman of Türkiye, Hon'ble Mr. Mehmet Akarca, Chaired the Virtual 13th Board Meeting of the OIC Ombudsman Association

Hon'ble Mr. Mehmet Akarca, President of the OIC Ombudsman Association (OICOA) and Chief Ombudsman of Türkiye, chaired the 13th Meeting of the OICOA Board of Directors, held virtually on 14 September 2026. In his opening remarks, Mr. Akarca underscored the vital role of Ombudsman institutions in safeguarding human dignity, upholding the rule of law and promoting good governance.



Emphasising the importance of expanding OICOA's reach, he called upon Board Members to actively engage with eligible institutions in OIC Member States that had yet to join the Association. He further advocated extending technical assistance, institutional expertise and capacity-building opportunities to countries seeking to establish Ombudsman institutions. During the deliberations, President Akarca proposed that the 5th OICOA General Assembly in 2027 include a dedicated session on Artificial Intelligence, enabling Member Institutions to share their experiences and explore its practical applications in ombudsmanship.

He also proposed the establishment of a Subcommittee on Children's Rights, drawing upon Türkiye's experience in specialised mechanisms for protecting women and children. The OICOA Board welcomed proposals for greater thematic cooperation, including initiatives concerning Artificial Intelligence, women's rights and disaster management, and agreed that interested Member Institutions would submit their proposals to the OICOA Secretariat for consideration and approval by the President. Concluding the meeting, Hon'ble Mr. Mehmet Akarca reiterated the need for sustained engagement, wider membership and practical cooperation among Ombudsman institutions, reaffirming OICOA's commitment to strengthening administrative justice and institutional accountability across the OIC region.

Ms. Esin Güral Argat, Chairperson of the Kütahya Chamber of Commerce and Industry and Honorary Consul of Mexico in Türkiye, Calls on OICOA President Hon'ble Mr. Mehmet Akarca





Ms. Esin Güral Argat, Chairperson of the Kütahya Chamber of Commerce and Industry and Honorary Consul of Mexico in Türkiye, paid a courtesy visit to Hon'ble Mr. Mehmet Akarca, President of the OIC Ombudsman Association (OICOA) and Chief Ombudsman of Türkiye, on 14th September 2026. The meeting was also attended by Ombudsman Hon'ble Mr. Şerif Yılmaz.

The meeting provided an opportunity to exchange views on matters concerning public administration and the business community, particularly administrative procedures affecting commercial and industrial activities. The discussion also touched upon the role of the Ombudsman Institution in addressing grievances arising from dealings with public authorities and the importance of accessible remedies for individuals and businesses. The meeting also explored possibilities for closer cooperation between the Ombudsman Institution of Türkiye and the Kütahya Chamber of Commerce and Industry, particularly in addressing administrative difficulties encountered by businesses in their dealings with public authorities. Mr. Akarca and Ms. Argat discussed avenues for facilitating mutual engagement, sharing institutional expertise and promoting greater awareness of available grievance-redressal mechanisms among members of the business community. Both sides expressed their willingness to maintain regular communication and support initiatives of mutual interest, with a view to strengthening cooperation between the Ombudsman Institution and the private sector.

OICOA President and Chief Ombudsman of Türkiye, Hon'ble Mehmet Akarca Meets the Russian Ambassador H.E. Sergey Vershinin to Discuss Avenues of Institutional Cooperation



Hon'ble Mr. Mehmet Akarca, President of the OIC Ombudsman Association (OICOA) and Chief Ombudsman of Türkiye, paid a return visit to H.E. Mr. Sergey V. Vershinin, Ambassador of the Russian Federation to Türkiye, on 11th September 2026. The meeting focused on bilateral relations and prospects for strengthening cooperation between the Ombudsman and human rights institutions of the two countries.

During the meeting, the two sides exchanged views on cooperation in the fields of human rights protection and family welfare, as well as arrangements for facilitating closer contacts between their respective institutions. Discussions also touched upon humanitarian concerns arising from the ongoing conflict between Russia and Ukraine, particularly matters relating to children affected by the conflict. The exchange provided an opportunity to consider the role of institutional dialogue in addressing sensitive humanitarian issues and maintaining communication between relevant authorities.

Mr. Akarca and Ambassador Vershinin further discussed prospects for continued engagement between the Ombudsman institutions of Türkiye and the Russian Federation, including exchanges of institutional experience and closer coordination on matters of mutual concern. The meeting was held in the spirit of the ongoing dialogue between the two countries on human rights and humanitarian issues, with particular emphasis on maintaining channels of communication and exploring opportunities for future cooperation.



HUMAN RIGHTS COMMISSIONER OF AZERBAIJAN

Human Rights Commissioner (Ombudsman) of Azerbaijan and OICOA Board Member Hon'ble Ms. Sabina Aliyeva received a delegation from the Turkish Women Lawyers Association

The Commissioner for Human Rights (Ombudsman) of the Republic of Azerbaijan and OICOA Board Member, Hon'ble Ms. Sabina Aliyeva, received a delegation from the Turkish Women Lawyers Association, which was visiting our country at the invitation of the Bar Association of the Republic of Azerbaijan. The delegation was led by Zübeyde Aksay, chairwoman of the Turkish Women Lawyers Association, vice-president of the International Federation of Women Lawyers, lawyer and mediator. The meeting was attended by Parviz Alakbarov, Deputy Chairman of the Bar Association, heads of structural divisions and employees of the relevant state institution, members of the Presidium of the Bar Association, as well as representatives of the Turkish Women Lawyers Association.

Welcoming the guests, the Ombudsman noted the importance of the Society's activities in supporting the professional development of women lawyers, expanding women's rights and opportunities, and promoting the principles of law and justice. Ms. Sabina Aliyeva stated that the protection of women's and children's rights, promotion of gender equality and prevention of discrimination are among the main directions of the Ombudsman's activity. She drew attention to the importance of effectively ensuring women's rights, legal education, expanding their equal opportunities and promoting their active participation in decision-making processes.

The Ombudsman informed the guests about the legal system of Azerbaijan, the activities of the Ombudsman institution, the work done to protect human rights and freedoms, ensure the principle of equality, and prevent discrimination. It was also noted that female lawyers in Azerbaijan are widely represented in various state institutions, the judicial system, advocacy and other legal fields, and that they play an active role in ensuring law and justice, as well as in public life.

The meeting emphasized that the friendly, fraternal and strategic partnership relations between Azerbaijan and Turkey have created a solid foundation for the protection of human rights and the development of cooperation in the field of law. In this context, the importance of expanding the exchange of experience and ideas between the legal systems of the two countries and strengthening the cooperation of women lawyers was noted. Zübeyde Aksay expressed her gratitude for the warm welcome and provided information about the activities of the Society she leads since 1968, supporting the professional development of female lawyers, encouraging their active participation in the legal field, increasing their knowledge and skills, as well as initiatives implemented to protect women's rights.

During the meeting, views were exchanged on current challenges in the field of women's rights protection, increasing the role of women lawyers in human rights protection activities, mutual exchange of experience, implementation of joint awareness-raising initiatives, and prospects for future cooperation.





Azerbaijan's Human Rights Commissioner and OICOA Board Member, Hon'ble Ms. Sabina Aliyeva Participates in Second Business and Human Rights Forum in Strasbourg

Hon'ble Ms. Sabina Aliyeva, Commissioner for Human Rights (Ombudsman) of the Republic of Azerbaijan and Board Member of the OIC Ombudsman Association, participated in the Second Business and Human Rights Forum, "BRAVE 2026," held in Strasbourg, France. The Forum brought together representatives of government institutions, the business sector, international organisations, national human rights institutions and experts to examine challenges associated with forced labour and explore innovative approaches to its prevention and elimination.

Speaking during a session titled "Forced Labour in the Context of Green and Digital Transitions: New Risks, New Responsibilities," Ms. Aliyeva underscored the important role of national human rights institutions in identifying emerging risks of forced labour and strengthening preventive safeguards. She highlighted Azerbaijan's ongoing efforts to combat human trafficking, noting that this remained among the priority areas of her institution's work. In this regard, she referred to monitoring visits to relevant institutions, confidential meetings with potential victims, public awareness initiatives and continued cooperation with government agencies and civil society organisations.

Ms. Aliyeva also drew attention to Azerbaijan's National Action Plan on Combating Human Trafficking for 2026–2030, stating that recommendations submitted by the Ombudsman Institution had been taken into consideration during its formulation. She emphasised the importance of preventive measures and coordinated institutional responses in addressing human trafficking and forced labour, particularly as technological advancements and changes in labour markets introduce new challenges to the protection of vulnerable individuals.

On the sidelines of the Forum, Ms. Aliyeva held meetings with Mr. Alain Berset, Secretary General of the Council of Europe; Mr. Gianluca Esposito, Director General of Human Rights and Rule of Law; and Ms. Petya Nestorova, Executive Secretary of the Council of Europe's Group of Experts on Action against Trafficking in Human Beings (GRETA), among other officials and international experts. The meetings provided an opportunity to exchange views on contemporary human rights challenges, discuss cooperation with ombudsman and human rights institutions, and share information on the work undertaken by the Ombudsman of Azerbaijan to safeguard fundamental rights and freedoms.

Azerbaijan Ombudsman Hon'ble Sabina Aliyeva Calls for Greater Exchange of Institutional Expertise to Address Emerging Human Rights Challenges at OICOA Board Meeting



Hon'ble Ms. Sabina Aliyeva, Commissioner for Human Rights (Ombudsman) of the Republic of Azerbaijan, participated in the 13th Meeting of the Board of Directors of the OIC Ombudsman Association (OICOA), held virtually on 14 September 2026. The meeting was chaired by President OICOA and Chief Ombudsman of Turkiye, Hon'ble Mr. Mehmet Akarca, and was also attended by Board Members from Bahrain, Pakistan, Morocco, Indonesia, and Iran.

Addressing the Board, Ms. Aliyeva drew attention to the evolving responsibilities of Ombudsman institutions, observing that their mandates increasingly extend beyond traditional human rights concerns to emerging challenges associated with digital transformation, Artificial Intelligence, climate change and new forms of discrimination and vulnerability. She emphasised that these developments called for closer institutional cooperation and regular exchanges of expertise to enable Ombudsman institutions to respond effectively to changing public needs. In this regard, Ms. Aliyeva proposed establishing a more systematic mechanism within OICOA for sharing good practices and institutional experience in complaint handling, preventive monitoring, protection of vulnerable groups, digitalisation of Ombudsman services, human rights education, equality and non-discrimination. She suggested that OICOA Member Institutions could contribute through concise thematic presentations, virtual discussions and the circulation of practical reference materials documenting successful institutional approaches.

Azerbaijan Ombudsman and OICOA Board Member, Hon'ble Sabina Aliyeva Calls for a Culture of Peace Rooted in Human Dignity and Mutual Respect in her Exclusive Interview with AZERTAC



Commissioner for Human Rights (Ombudsman) of the Republic of Azerbaijan and OICOA Board Member Hon'ble Ms. Sabina Aliyeva, called for a deeper public understanding of peace as a responsibility shared by individuals, institutions and society at large. Speaking to the Azerbaijan State News Agency (AZERTAC) on the occasion of the International Day of Peace, observed on 21 September 2026, she maintained that peace could not be measured solely by the absence of war. Its endurance, she explained, depended equally on the protection of human dignity, equal enjoyment of rights, mutual trust and the willingness to settle differences through dialogue rather than confrontation.

The interview also marked the conclusion of Azerbaijan's Peace Month, observed from 21 August to 21 September at the initiative of the Ombudsman. During this period, her Office and its regional centres, working alongside public authorities, educational sectors, and civil society organisations, conducted a series of programmes on human rights and peaceful coexistence. Particular attention was given to children's rights, the protection of vulnerable communities, discrimination, hate speech and responsible participation in the digital environment. Ms. Aliyeva placed considerable emphasis on the younger generation, observing that children and young people were not merely future custodians of peace but active participants in shaping the attitudes and relationships upon which it depends.

Discussing Azerbaijan's experience of prolonged conflict, the Ombudsman spoke of the human suffering that continues long after hostilities have ended, particularly the unresolved fate of missing persons, the dangers posed by landmines and the displacement of communities. She regarded the recent progress towards normalisation between Azerbaijan and Armenia as an important development, while cautioning that political agreements alone could not erase the humanitarian consequences of conflict. For peace to take lasting hold, she argued, people must have the security, confidence and opportunity to rebuild their lives, with the lessons of the past informing a more peaceful future.

Ms. Aliyeva stated that the achievements of Peace Month would be meaningful only if the principles promoted during the campaign continued to find expression in ordinary life. She called for sustained human rights education, greater participation by young people and continued engagement among public institutions, civil society and the media. Above all, she urged individuals to regard respect for differing opinions, tolerance and peaceful dialogue not as ideals reserved for international observances, but as standards guiding their everyday dealings with one another.

Azerbaijan Ombudsman and Council of Europe Organise Training on Equality, Non-Discrimination and Inclusion in Lankaran

The Office of the Commissioner for Human Rights (Ombudsman) of the Republic of Azerbaijan, in cooperation with the Council of Europe Office in Baku, organised a three-day training programme on "Promoting Equality, Non-Discrimination and Inclusion" in Lankaran from 15 to 17 September 2026. Held as part of the Ombudsman's annual Peace Month initiative, the programme brought together officials from the Ombudsman Institution, central and local executive authorities, the judiciary, law enforcement agencies and public institutions operating in Azerbaijan's southern region. Led by national and international experts, the sessions examined different forms of discrimination, hate speech, intolerance and the relationship between freedom of expression and the protection of individual rights. Particular attention was given to discriminatory narratives and harmful stereotypes, including their circulation in digital spaces. Participants also considered the protection of children's rights, the prevention of discrimination against children, the rights of persons with disabilities and the importance of adopting inclusive, human rights-based approaches in public administration. The programme combined expert presentations with practical discussions on recognising discriminatory practices, responding to hate speech and developing communication strategies that encourage equality and social inclusion.





OMBUDSMAN OF THE KINGDOM OF BAHRAIN

Secretary General of the Ombudsman of Bahrain, Hon'ble Ms. Ghada Hameed Habib Discusses Human Rights-Based AI Governance and Institutional Cooperation with UNDP Delegation

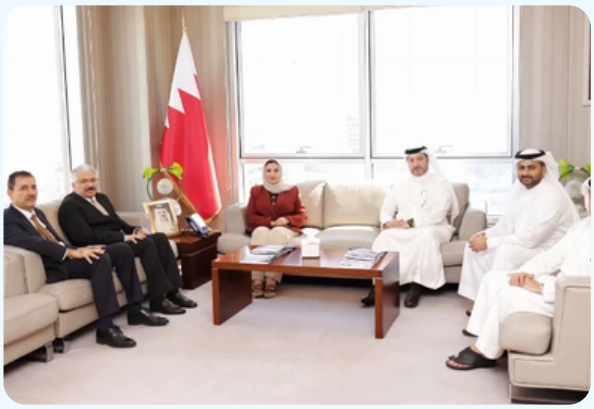


H.E. Ms. Ghada Hameed Habib, Secretary-General of the Ombudsman Office of the Kingdom of Bahrain, received a delegation from the United Nations Development Programme (UNDP) at her office in Seef on 14 September 2026. The meeting was also attended by Shaikh Mohammed bin Ali Al Khalifa, Director of International Cooperation and Development at the Ombudsman Office. The delegation was visiting Bahrain to participate in a regional workshop on "Responsible Governance of Artificial Intelligence in Arab Countries," organised by the National Human Rights Institution in cooperation with the Arab ICT Organisation (AICTO).

Welcoming the delegation, Ms. Habib spoke of Bahrain's longstanding cooperation with United Nations institutions and the importance of ensuring that technological advancement remains consistent with the principles of good governance and human rights protection. Referring to the growing use of Artificial Intelligence across public institutions, she stressed the need for appropriate safeguards and responsible oversight so that the adoption of new technologies does not compromise fundamental rights or the fairness of administrative processes.

The discussions also considered opportunities for closer cooperation between the Ombudsman Office and UNDP, particularly in exchanging technical expertise and drawing upon international experience in the application of human rights standards to institutional systems. Both sides examined how modern digital solutions could support improvements in complaint-handling procedures, strengthen institutional capacity and enable more effective responses to public grievances. The meeting concluded with an exchange of views on potential areas of future collaboration, including the responsible integration of emerging technologies into the work of oversight institutions.

Bahrain Ombudsman Office and Royal University for Women Explore Partnership to Provide Practical Legal Training for Students



Hon'ble Ms. Ghada Hameed Habib, Secretary-General of the Ombudsman Office of the Kingdom of Bahrain and OICOA Board Member, received Dr. Riyadh Hamzah, President of the Royal University for Women, accompanied by Dr. Raed Al-Nimer, Dean of the University's College of Law, at her office in Seef on 15th September 2026. The meeting focused on developing cooperation between the two institutions, particularly in providing specialised training opportunities for law students and introducing them to the practical workings of the Ombudsman Office.

During the discussions, both sides considered ways to bridge the gap between academic legal education and professional practice through structured training and direct exposure to institutional procedures. Particular attention was given to familiarising students with the Ombudsman Office's mandate, its mechanisms for examining complaints and protecting individual rights, and the application of legal principles in matters concerning police conduct and the criminal justice system. The proposed cooperation would allow students to gain practical experience in legal and administrative processes while developing a better understanding of the principles of justice and the rule of law.

The meeting also examined possible arrangements for coordinating training placements and developing a framework for sustained cooperation between the Ombudsman Office and the University's College of Law. Both sides recognised the importance of equipping future legal professionals with the knowledge and practical skills required to work within institutions responsible for protecting individual rights, with a shared interest in expanding opportunities for students to gain firsthand experience of legal and institutional practice.

GENERAL INSPECTION ORGANIZATION OF ISLAMIC REPUBLIC OF IRAN

Iran's General Inspection Organization Marks its 45th Anniversary with Public Grievance Redressal Session: Hon'ble Dr. Asghar Jahangir Personally Reviews Over 50 Cases



On the occasion of the 45th anniversary of its establishment, the General Inspection Organization (GIO) of the Islamic Republic of Iran held a special public hearing at its Public Supervision and Complaints Handling Center, presided over by Hon'ble Dr. Asghar Jahangir (President of GIO and Vice-President of OICOA). Accompanied by the Deputy President and senior officials of the GIO, Dr. Jahangir personally reviewed citizens' grievances and requests concerning various administrative and public-service matters, providing applicants with an opportunity to present their concerns directly to the GIO leadership.

During the two-hour session, more than 50 applications covering a range of issues were examined, and necessary instructions were issued to the relevant officials for their resolution and follow-up. The hearing formed part of the Organization's anniversary observances, placing direct public engagement and the redressal of citizens' grievances at the centre of the occasion.

Iran's General Inspection Organization Chief, Hon'ble Dr. Asghar Jahangir Calls for Closer Financial Oversight and Action Against Suspected Money Laundering



Hon'ble Dr. Asghar Jahangir, President of the General Inspection Organization (GIO) of the Islamic Republic of Iran and Vice President OICOA, visited the Financial Information Unit (FIU) and its permanent exhibition on combating money laundering and terrorist financing as part of activities marking the Organization's 45th anniversary. During the visit, Dr. Jahangir called for stronger cooperation between the two institutions to improve the detection and monitoring of suspicious financial transactions. Discussions focused on strengthening intelligence-driven financial oversight, ensuring the protection of individuals' privacy during information exchange, and addressing failures by responsible authorities to fulfil their obligations under Iran's Anti-Money Laundering Law.

Dr. Jahangir also directed the GIO's Deputy Office for Economic Affairs Supervision and Inspection to work closely with the FIU to identify individuals conducting high-volume financial transactions without corresponding tax records. He instructed officials to pursue the matter through available legal mechanisms, while strengthening institutional coordination to detect financial irregularities and ensure compliance with anti-money laundering regulations.

Iran's General Inspection Organization President and OICOA Vice President, Hon'ble Justice Asghar Jahangir Calls for Stronger Whistleblower Protection and Data-Driven Anti-Corruption Oversight

Hon'ble Justice Dr. Asghar Jahangir, President of the General Inspection Organization (GIO) of the Islamic Republic of Iran and OICOA Vice-President, called for greater reliance on corruption whistleblowers, modern information systems and preventive inspections to address the underlying causes of administrative misconduct.

Addressing a meeting of senior officials, inspectors and experts of the Organization's Political and Judicial Affairs Department on 3 September 2026, Dr. Jahangir maintained that effective oversight must go beyond identifying individual violations and seek to correct the administrative procedures that allow such practices to recur.



A major focus of his address was the need to make fuller use of existing legal provisions for the protection of individuals reporting corruption. Dr. Jahangir directed officials to engage with individuals possessing credible information about suspected irregularities, examine the evidence they provide and, where substantiated, activate the legal mechanisms available for their protection. Describing such individuals as valuable sources of public oversight, he called for stronger engagement with citizens and greater attention to information emerging through digital platforms and other public channels. Turning to institutional reform, Dr. Jahangir advocated a transition from conventional, case-by-case inspections to a more systematic approach supported by digital technology and the analysis of administrative data. He noted that the GIO maintained or had access to approximately 210 information systems, whose effective use could help identify corruption risks, monitor public-sector performance and detect irregularities before they developed into more serious violations. Referring particularly to the supervision of municipalities, he called for real-time access to administrative information and closer scrutiny of decision-making procedures, rather than exclusive reliance on traditional inspections.

Dr. Jahangir also proposed greater coordination among national oversight bodies through joint inspection initiatives addressing major governance concerns. He called for clearly defined responsibilities, improved exchange of information and coordinated action on matters involving public resources, investment and administrative accountability. Reiterating his approach to institutional supervision, he maintained that the true measure of an effective inspection was not simply the detection of wrongdoing, but the correction of the systems and procedures that made it possible in the first place.

Iran's General Inspection Organization President Asghar Jahangir Calls for Reform of Restrictive Laws to Meet Wartime and Sanctions-Related Challenges



H.E. Dr. Asghar Jahangir, President of the General Inspection Organization (GIO) of the Islamic Republic of Iran and OICOA Vice-President, called for the reform of restrictive laws and administrative regulations that hinder effective governance under wartime conditions and international sanctions. Addressing a consultative meeting with university professors, economists and policy experts at the GIO headquarters in September 2026, Dr. Jahangir maintained that many existing laws had been formulated for peacetime conditions and were no longer suited to the exceptional circumstances confronting the country.

He observed that despite decades of American sanctions, Iran's legislative and administrative systems had not been adequately adapted to these challenges. He warned that outdated regulations had often compelled public authorities to circumvent established procedures or create parallel administrative bodies, weakening accountability and creating opportunities for misconduct. He therefore called upon the Islamic Consultative Assembly, the Expediency Discernment Council and other competent authorities to undertake necessary legislative reforms. Dr. Jahangir further called for a preventive approach to institutional oversight, with greater emphasis on identifying systemic causes of corruption and holding supervisory bodies accountable for failures to detect misconduct. Cautioning against excessive inspections that could obstruct legitimate economic activities, he maintained that effective supervision must protect public interests while ensuring compliance with the law and the directives of the Supreme Leader. He also invited academic and economic experts to submit practical recommendations for administrative and legislative reform.

MEDIATOR OF THE KINGDOM OF MOROCCO

Mediator of Kingdom of Morocco and OICOA Board Member, Hon'ble Mr. Hassan Tariq Signs Partnership Agreement with CNRA to Strengthen Retirement Benefits for the officials of Mediator of Morocco

The Institution of the Mediator of the Kingdom of Morocco signed a partnership agreement with the National Pension and Insurance Fund (CNRA) on 16th September 2026 in Rabat, providing for the establishment of a supplementary retirement scheme for its personnel. The signing ceremony was presided over by Hon'ble Mr. Hassan Tariq, Mediator of the Kingdom, and attended by senior representatives of the CNRA, including Mr. Mustapha Lahboubi, Director General of the Savings and Provident Division, and Mr. Nabil Khalqi, Director of the Pensions Division.



Speaking on the occasion, Mr. Tariq stressed that improving the professional and social conditions of employees was fundamental to the Institution's ability to discharge its responsibilities. He described the supplementary retirement arrangement as part of a broader commitment to the material and personal well-being of its personnel, intended to provide greater financial security beyond their working years. He maintained that investment in human resources was not simply a matter of employee benefits, but an essential condition for building a capable and dependable institution. The quality of public service, he observed, was closely connected to the professional stability, motivation and commitment of those entrusted with delivering it.

The agreement forms part of the Institution's Strategic Plan for 2026–2030, which places human resource development and social welfare among its organisational priorities. By introducing supplementary retirement provisions alongside existing arrangements, the Institution seeks to improve long-term financial protection for its employees and establish more favourable conditions for professional continuity.



OICOA Board Member and Mediator of the Kingdom of Morocco, Hon'ble Hassan Tariq Authors a Book on Institutional Mediation and Administrative Justice

Hon'ble Mr. Hassan Tariq, Mediator of the Kingdom of Morocco, presented his recently published book, "La Médiation comme équité" (Mediation as Equity), at a literary gathering hosted by the Le Matin Book Club on 2nd October 2026 at the Anfa Cultural Complex in Casablanca. The event marked the opening of the Book Club's fifth season and brought together academics, journalists, researchers and readers for a discussion on institutional mediation and its place in the relationship between citizens and public administration.

Moderated by journalists Nabila Bakkass and Abdelhadi Mezrari, the discussion examined the central arguments of Mr. Tariq's book and his experience leading Morocco's Mediator Institution. During the discussion, Mr. Tariq explained that institutional mediation must extend beyond resolving individual complaints to identifying recurring administrative deficiencies and encouraging corrective measures within public institutions. He argued that the value of mediation lay not only in securing a fair outcome, but also in ensuring that citizens could obtain redress without prolonged administrative delays or costly legal proceedings. The gathering concluded with an interactive discussion involving participants and a book-signing session.

Mediator of Kingdom of Morocco and OICOA Board Member, Hon'ble Mr. Hassan Tariq Discusses Administrative Justice and Institutional Mediation with the Ibn Tofail University Law Students

OICOA Board Member and Mediator of Morocco, Hon'ble Mr. Hassan Tariq, received a delegation of postgraduate students from the Master's Programme in Financial and Business Law at the Faculty of Legal and Political Sciences, Ibn Tofail University, Kenitra, at the Mediator Institution's headquarters in Rabat on 9th October 2026. The delegation was accompanied by Programme Coordinator Professor Yassine Tannan and Professor Diaa Safandala. During the visit, Mr. Tariq engaged with the students in an interactive discussion, responding to their questions concerning institutional mechanisms for ensuring administrative fairness, the challenges of public-service mediation and the role of the Mediator in addressing citizens' grievances.



The students also attended detailed presentations by the officers of Mediator of Morocco, Ms. Houda Ait Zedane and Mr. Mohammed El Yamlahi Al-Shaer, who outlined the historical development of Morocco's Mediator Institution, its legal foundations, mandate and jurisdiction. Particular attention was given to the mechanisms available to protect citizens' rights in their dealings with public administration and the practical application of institutional mediation in resolving administrative disputes.

FEDERAL TAX OMBUDSMAN OF PAKISTAN

OICOA Secretary General Hon'ble Zafar Hijazi along with Pakistan's Federal and Provincial Ombudsmen Called on the Chief Legal Consultant to the President of Pakistan to Discuss Institutional Cooperation and Effective Mechanisms of Public Accountability



Hon'ble Mr. Zafar Hijazi, Federal Tax Ombudsman of Pakistan and OICOA Secretary General, participated in a high-level meeting of federal and provincial ombudsmen and ombudspersons held at Aiwan-e-Sadr, Islamabad, to discuss institutional cooperation, administrative accountability and the protection of citizens' rights with CLC to President of Pakistan, Hon'ble Justice (Retd.) Irfan Qadir.

The meeting brought together Governor Punjab H.E. Sardar Saleem Haider Khan; Hon'ble Mr. Naveed Kamran Baloch, Federal Ombudsman of Pakistan; Hon'ble Ms. Fauzia Viqar, Federal Ombudsperson; Hon'ble Dr. Najma Afzal Khan, Provincial Ombudsperson Punjab; and Hon'ble Ms. Rubab Mehdi, Provincial Ombudsperson Khyber Pakhtunkhwa, and Mr. Almas Ali Jovindah, Executive Secretary OICOA. Discussions focused on strengthening coordination among federal and provincial institutions, improving the effectiveness of grievance-redressal mechanisms and reinforcing transparency and accountability in public administration.



During the meeting, the importance of institutional cooperation in protecting citizens against maladministration to ensure that complaints are resolved fairly, efficiently and without unnecessary delays, was also discussed. Governor Punjab H.E. Mr. Sardar Saleem Haider Khan and Justice (Retd.) Irfan Qadir, Consultant for Legal Affairs to the President of Pakistan, appreciated the vital role of ombudsman institutions in providing swift and cost-effective relief to citizens, particularly those unable to pursue lengthy and expensive legal proceedings. They acknowledged the contribution of these institutions in strengthening public confidence in the state's grievance-redressal framework and expressed their commitment to extending full support at the highest levels to help overcome operational challenges, address institutional constraints and enhance their capacity to serve the public.

Federal Tax Ombudsman of Pakistan and OICOA Secretary General Hon'ble Mr. Zafar Hijazi Moves to Strengthen Tax Grievance Redressal for Overseas Pakistanis Through Global Advisory Network

Hon'ble Mr. Zafar Hijazi, Federal Tax Ombudsman of Pakistan and OICOA Secretary General, chaired a virtual introductory meeting with Honorary Advisors of Federal Tax Ombudsman representing overseas Pakistani communities in different countries on 16 September 2026, aimed at strengthening coordination and improving the resolution of tax-related grievances faced by Pakistanis residing abroad. The meeting was moderated by Mr. Almas Ali Jovindah, Head of the Overseas Pakistanis Grievances Redressal Cell, who highlighted the role of Honorary Advisors in connecting expatriate communities with the FTO Secretariat. Addressing the participants, Mr. Hijazi expressed his commitment to ensuring that overseas Pakistanis have accessible and effective channels for seeking relief against tax maladministration, while calling upon the advisors to increase public awareness of the FTO's services and facilitate timely resolution of complaints.

During the discussion, Honorary Advisors shared their experiences and proposed measures to improve communication and grievance handling. Mr. Ahmed Sheraz, Honorary Advisor for Poland, appreciated the FTO's efforts to assist the Pakistani diaspora, while Mr. Sardar Muhammad Ilyas Khan, Honorary Advisor for Riyadh, drew attention to the concerns of Pakistani workers in the Kingdom and pledged his cooperation in strengthening their access to the FTO. Participants were also briefed on the procedures of the Overseas Pakistanis Grievances Redressal Cell and the channels available for registering and pursuing complaints. Mr. Hijazi announced a dedicated training session for the Honorary Advisors to familiarise them with the FTO's procedures and equip them to assist overseas complainants more effectively.





OMBUDSMAN OF THE REPUBLIC OF INDONESIA

Hon'ble Nuzran Joher Sworn-in as Chairman of the Ombudsman Institution of the Republic of Indonesia



Hon'ble Mr. Nuzran Joher was formally sworn in as Chairman of Ombudsman Republik Indonesia (ORI) before President of the Republic of Indonesia, H.E. Mr. Prabowo Subianto, at the State Palace in Jakarta on 1 October 2026. The oath-taking ceremony also marked the appointment of Mr. Radian Syam as a Member of the Ombudsman, completing the nine-member leadership of the institution for the remainder of its 2026–2031 term. The appointments were made pursuant to Presidential Decrees Nos. 84/P and 96/P of 2026, issued on 30th September 2026.

During the ceremony, Mr. Joher and Mr. Syam pledged to discharge their responsibilities faithfully and impartially, uphold the Constitution and laws of the Republic of Indonesia refrain from accepting improper gifts or promises in the exercise of their duties, and preserve the confidentiality of official matters. Following the administration of their oaths, both officials signed the formal records of appointment in the presence of President Prabowo Subianto. Following his assumption of office, Mr. Joher affirmed his commitment to strengthening the Ombudsman's supervision of public-service delivery and ensuring that public institutions remain accountable to the citizens they serve. He placed particular emphasis on improving the quality of administrative services, addressing maladministration and maintaining the independence and integrity of the Ombudsman Institution in the discharge of its statutory mandate.

Indonesia's National Cyber and Crypto Agency Consults Indonesian Ombudsman on Preparations for 2026 Public Service Maladministration Assessment



Ombudsman Republik Indonesia (ORI) received a delegation from the National Cyber and Crypto Agency (BSSN) in Jakarta on 14 September 2026 to discuss preparations for the Ombudsman's 2026 Public Service Maladministration Assessment. The meeting was attended by Ombudsman Member Mr. Robert Na Endi Jaweng and BSSN Principal Secretary Mr. Soetedjo Joewono. The discussions centred on the assessment framework, which examines the quality of public services, compliance with administrative regulations and the effectiveness of institutional grievance-redressal mechanisms.

During the meeting, Mr. Jaweng explained that the assessment would be conducted across four principal dimensions: institutional inputs, administrative processes, service outcomes and complaint management. Particular attention would be given to the implementation of applicable regulations, public confidence in service delivery, institutional integrity and compliance with recommendations issued by the Ombudsman. He maintained that improving public services required officials to understand not only the legal and procedural requirements governing their work, but also the various forms of maladministration that could arise in the discharge of their responsibilities.

Mr. Joewono expressed BSSN's interest in obtaining further guidance on the assessment requirements, particularly to enable its directorates and service units to make the necessary preparations. The discussions also addressed the importance of identifying administrative deficiencies at an early stage and ensuring that the findings of institutional assessments translate into practical improvements in public service delivery.

Indonesian Ombudsman Nuzran Joher Calls for Greater Transparency in Hajj Personnel Recruitment and Improved Services for Pilgrims



Hon'ble Mr. Nuzran Joher, Chairman of the Indonesian Ombudsman ad OICOA Board Member, called upon the Ministry of Hajj and Umrah to strengthen transparency and accountability in the recruitment of Hajj personnel following the Ombudsman's assessment of the 2026 Hajj pilgrimage. Presenting the 2026 Hajj Supervision Report to Deputy Minister of Hajj and Umrah Mr. Dahnil Anzar Simanjuntak in Jakarta on 23 September 2026, Mr. Joher identified shortcomings in the selection of Hajj Organising Officers (PPIH), complaint-handling procedures, healthcare arrangements and facilities provided to pilgrims. While acknowledging that the pilgrimage had generally been administered satisfactorily, he drew attention to inconsistencies in service standards, inadequate facilities at certain embarkation points and delays in responding to public complaints. He called for clearer recruitment procedures, improved health screening and better accommodation arrangements, particularly for elderly pilgrims and other vulnerable groups.

Mr. Joher also urged the Ministry to establish uniform complaint-handling procedures, specify timelines for resolving grievances and integrate the Kawal Haji application with SP4N-LAPOR!, Indonesia's national public-service complaints system. He stressed the need for greater coordination among the ministries and agencies responsible for transportation, immigration, customs, health and other services affecting pilgrims. The Ombudsman and the Ministry further agreed to initiate a Memorandum of Understanding to strengthen independent supervision of Hajj operations, both within Indonesia and in Saudi Arabia. Welcoming the proposal, Deputy Minister Simanjuntak expressed the Ministry's readiness to facilitate external oversight and support measures to prevent corruption and improper financial practices in Hajj administration.

Indonesian Ombudsman Calls for an End to Dual Office-Holding by Government Officials to Prevent Conflicts of Interest



Ombudsman Republik Indonesia (ORI) called for stricter enforcement of regulations prohibiting government officials from simultaneously holding positions in state-owned enterprises, citing concerns over conflicts of interest and the independence of institutional oversight. The matter was discussed during a meeting held in Jakarta on 10th September 2026, where Ombudsman Member Mr. Partono received representatives of a civil society coalition comprising Transparency International Indonesia, the Center of Economic and Law Studies (CELIOS) and Themis Indonesia. The coalition presented its findings on suspected maladministration arising from the appointment of serving bureaucrats and political officeholders to commissioner positions in state-owned enterprises, arguing that such arrangements could compromise independent supervision and weaken corporate governance. Mr. Partono recalled that the Ombudsman had investigated dual office-holding in 2019 and submitted its findings to the relevant authorities. Citing a 2025 Constitutional Court ruling prohibiting deputy ministers from concurrently serving in state-owned enterprises, he urged the government to ensure compliance with the judgment. Indonesian Ombudsman Member Ms. Syafrida Rasahan welcomed the coalition's findings and encouraged its representatives to file a formal complaint to facilitate further examination of the matter.

MEDIATOR OF IVORY COAST

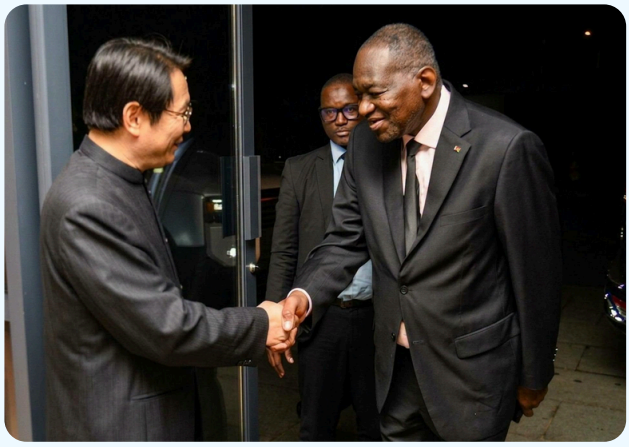
Mediator of the Republic of Ivory Coast Hon'ble Mr. Gaoussou Touré Attends Opening of Second Ordinary Parliamentary Session



Mediator of the Republic of Ivory Coast and OICOA Member, Hon'ble Mr. Gaoussou Touré attended the opening ceremony of the National Assembly's second ordinary session on Thursday, October 1, 2026, at the parliamentary headquarters in Le Plateau, Abidjan. National Assembly President Hon'ble Mr. Patrick Achi chaired the ceremony, which brought together senior state officials, including Gilbert Kafana Koné, High Representative of the President of the Republic, representing President of Ivory Coast H.E. Alassane Ouattara.

The new parliamentary session focused on the examination of the 2027 state budget, proposed amendments to the Penal Code aimed at combating illegal gold mining (orpaillage clandestin), and follow-up action on concerns raised during lawmakers' recent constituency visits. These priorities also bear relevance to the ongoing work of Hon'ble Mediator of Ivory Coast, Mr. Gaoussou Touré, who, since assuming office in April 2026, has undertaken mediation efforts in mining-affected areas and addressed longstanding land disputes, including through a national forum on land governance held in Yamoussoukro.

Mediator of Ivory Coast, Hon'ble Gaoussou Touré Hails Côte d'Ivoire–China Partnership at China's 77th National Day Celebration



Hon'ble Mediator of the Republic of Ivory Coast and OICOA Member, Mr. Gaoussou Touré, attended a reception hosted by Chinese Ambassador H.E. Mr. Wu Jie on 29 September 2026 in Abidjan to commemorate the 77th anniversary of the founding of the People's Republic of China. The ceremony, held at the Ambassador's residence in Cocody, brought together senior Ivorian officials, including National Assembly President Patrick Achi, government representatives and members of the diplomatic corps. Speaking to the Ivorian Press Agency (AIP) on the sidelines of the celebration, Mr. Touré commended the growing diplomatic and economic partnership between Côte d'Ivoire and China. Recalling his recent visit to China, he praised the country's advances in agriculture, industry and culture, while acknowledging the contribution of Chinese-supported infrastructure projects to Côte d'Ivoire's development. He particularly cited improvements in roads, sports facilities, hydroelectric infrastructure and agriculture.

Mr. Touré also encouraged Ivorian businesses and exporters to take advantage of China's preferential zero-tariff arrangements for African products to expand their presence in the Chinese market. The occasion further highlighted both countries' commitment to strengthening bilateral cooperation, with Ambassador H.E. Wu Jie expressing China's willingness to pursue closer alignment of their development priorities and deepen practical cooperation with the Republic of Ivory Coast. Mr. Touré's call for greater economic engagement comes at a time of expanding commercial relations between the two countries. According to figures presented by Ambassador Wu Jie, bilateral trade reached USD 7.42 billion in 2025, registering an increase of 46.9% over the previous year, with China maintaining its position as Côte d'Ivoire's leading bilateral trading partner for the eighth consecutive year. Against this backdrop, Mr. Touré emphasised the need for Ivorian enterprises to identify opportunities in the Chinese market and strengthen their export capacity to secure a greater share of the benefits arising from the growing partnership.



Ivory Coast's Mediator Hon'ble Gaoussou Touré Leads National Forum on Land Disputes, Unveils Roadmap for Social Cohesion

Hon'ble Mr. Gaoussou Touré, Mediator of the Republic of Ivory Coast and OICOA Member, convened a three-day National Forum on Land Governance and Social Cohesion from 24 to 26 September 2026 at the Félix Houphouët-Boigny Foundation for Peace Research in Yamoussoukro. Held under the high patronage of Deputy Prime Minister and Minister of Defence Mr. Téné Birahima Ouattara, the forum brought together government officials, traditional authorities, legal experts, land administration professionals and civil society representatives to examine the growing challenges surrounding land ownership and disputes. Under the theme "Mediation in the Service of Land Governance: What Solutions for Strengthening Social Cohesion in Côte d'Ivoire?", participants explored how competing land claims, administrative shortcomings and tensions between customary and statutory land rights could be addressed through more effective mediation and governance reforms.

Concluding on 26 September, the forum produced recommendations for a national roadmap aimed at preventing land-related conflicts and improving the security of land tenure in both rural and urban communities. The proposals called for simplified administrative procedures, better harmonisation of customary and statutory legal frameworks, improved territorial planning and stronger mechanisms for mediation and early dispute resolution. Mr. Touré emphasised the need to translate these recommendations into practical measures and acknowledged the contributions of government institutions, traditional leaders, legal professionals and other stakeholders. The Deputy Prime Minister also assured participants that the Government would carefully examine the forum's recommendations to identify appropriate measures for addressing land governance challenges.

Ivory Coast's Mediator Hon'ble Gaoussou Touré and ICRC Regional Representative Discuss Cooperation on Humanitarian Training and Capacity Building

Hon'ble Mr. Gaoussou Touré, Mediator of the Republic of Côte d'Ivoire, received Mr. Lorenzo Redalié, Regional Representative of the International Committee of the Red Cross (ICRC), on 22nd September 2026, following the latter's assumption of his responsibilities in the country. The meeting provided an opportunity for both officials to exchange views on their respective institutional mandates and explore avenues for practical cooperation, particularly in the training and capacity building of the Mediator Institution's personnel and volunteers operating across Côte d'Ivoire.



Discussions focused on equipping institutional staff and community volunteers with the knowledge and skills needed to support mediation activities and respond more effectively to the needs of local populations. Mr. Redalié described the meeting as highly instructive and expressed appreciation for the opportunity to engage with the Mediator Institution, recognising its potential contribution to the ICRC's humanitarian work in Côte d'Ivoire. Both sides expressed interest in developing closer cooperation, with particular attention to strengthening the capabilities of personnel working directly with communities. Drawing on the ICRC's humanitarian experience and the Mediator Institution's nationwide presence, such initiatives could help strengthen the capacity of local actors to identify emerging disputes, assist vulnerable communities and facilitate access to appropriate channels of assistance.

OMBUDSMAN OF MOZAMBIQUE

Mozambique's Ombudsman Isaque Chande and Bar Association of Mozambique's President Discuss Joint Measures to Improve Access to Justice



Hon'ble Mr. Isaque Chande, Ombudsman of the Republic of Mozambique and OICOA Member, received Ms. Thera Dai, newly appointed President of the Mozambique Bar Association (OAM), on 3 September 2026 to explore closer institutional cooperation in protecting citizens' rights and improving access to justice. The meeting focused on identifying areas of mutual interest, particularly legislative scrutiny, constitutional review and the development of coordinated mechanisms for addressing public grievances. Mr. Chande emphasised the importance of strengthening the Ombudsman Institution's capacity to examine legislation and, where necessary, pursue matters requiring declarations of unconstitutionality before the competent authorities. He also proposed joint civic awareness initiatives, stressing that the effectiveness of institutional interventions should be measured by the tangible benefits delivered to citizens rather than the prominence of individual institutions.

Ms. Dai welcomed closer engagement with the Ombudsman Institution and proposed establishing a dedicated focal point within the Bar Association to facilitate the referral of complaints and petitions to the appropriate authority. She observed that citizens frequently approach both institutions with grievances falling outside their respective jurisdictions, resulting in avoidable delays and procedural difficulties. A more coordinated referral mechanism, she explained, would enable citizens to obtain timely guidance and pursue appropriate remedies without navigating unnecessary administrative obstacles. The discussions also addressed the need to improve public awareness of available grievance-redressal mechanisms, including procedures for submitting complaints and petitions to the Ombudsman Institution and the expected timelines for receiving responses. Ms. Dai highlighted the Bar Association's mobile legal outreach initiatives, known as Justice Caravans, as a potential means of extending such information beyond major urban centres to remote and underserved communities. Both officials expressed their willingness to pursue practical cooperation that would make legal assistance and institutional remedies more accessible to the population.

Mozambique's Ombudsman Reaches Over 1,100 Citizens at Maputo International Fair, Receives 12 Formal Complaints



Hon'ble Mr. Isaque Chande, Ombudsman of the Republic of Mozambique, reported encouraging public engagement during the 61st Maputo International Fair (FACIM), held from 31 August to 6 September 2026 under the theme "Digital and Energy Transformation Towards a Sustainable Economy." Participating for the third consecutive year, the Ombudsman Institution welcomed approximately 1,120 visitors to its exhibition stand, where citizens received guidance on its mandate, complaint procedures and available remedies against maladministration. Twelve visitors formally lodged complaints, which are currently being processed by the Ombudsman Institution. Mr. Chande described the participation as particularly productive, noting that public engagement had improved compared with the previous year and demonstrated the value of maintaining a direct institutional presence at major national events. Speaking to journalists, Mr. Chande acknowledged that many Mozambicans remained unaware of the Ombudsman Institution and the assistance it could provide in resolving grievances involving public administration. He explained that participation in FACIM was intended not merely to receive complaints, but to familiarise citizens with their rights and the procedures for seeking administrative redress.

INSPECTORATE GENERAL OF UGANDA

Uganda's Inspector General of Government Reviews Legal Directorate's Progress, Calls for Faster Prosecutions and Stronger Case Management



OICOA Member and Uganda's Inspector General, Hon'ble Lady Justice Naluzze Aisha Batala, held a performance review meeting with officials of the Directorate of Legal Affairs, commending the Directorate for its improved performance and increased number of cases filed before the courts. The meeting provided an opportunity to assess progress against institutional priorities, review operational challenges and engage with officers following recent staff transfers. While acknowledging the Directorate's achievements, Ms. Batala called for more effective use of the CMS+ case management system to improve case tracking, accountability and compliance. She also expressed concern over bureaucratic procedures delaying the presentation of accused persons before courts, calling attention to the need for greater efficiency in the prosecution process.

The Inspector General further emphasised staff welfare and professional resilience, encouraging peer mentorship and psychosocial support within the Directorate. Ms. Hilda Talibba, Director of Legal Affairs, credited the IGG's continued guidance for improvements in performance and outlined operational innovations introduced since their previous review meeting. She reaffirmed the Directorate's commitment to increasing prosecutorial efficiency and sustaining progress in case management. The engagement concluded with a staff gathering recognising team members celebrating birthdays between July and September, reinforcing collegiality within the Directorate.

Uganda's Inspectorate of Government Arrests Kakumiro District Officials Over Alleged Abuse of Office and Misuse of Public Resources



The Inspectorate of Government (IG) of Uganda arrested Kakumiro District Local Government Chairperson Mr. Joseph Sentayi, District Engineer Mr. Robert Mukabya and Assistant District Engineer Mr. Stephen Twesige on 25 September 2026, following investigations into alleged abuse of office, neglect of duty and irregular management of government property. The arrests followed allegations that a government vehicle, registration number UG 3452R, had been taken to a private garage in Kampala for repairs without compliance with prescribed procurement procedures. The vehicle was reportedly left at the garage from March 2025, with the service provider's charges remaining unpaid. Investigators also examined claims that Mr. Sentayi had subsequently been allocated a second government vehicle while the original vehicle remained at the garage, and had employed an unauthorised driver.

The Inspectorate of Uganda additionally arrested Mr. David Baguma, the driver, on suspicion of unlawful possession of government property. The suspects were detained at Hoima Central Police Station pending further legal proceedings. The investigation concerns the alleged misuse of public assets and failures to observe established administrative procedures, with the Inspectorate pursuing accountability for the handling of government resources. The allegations remain subject to investigation and judicial determination.

Uganda's Inspector General Hon'ble Justice Aisha Batala Joins Judicial Panel for National Inter-University Constitutional Law Moot Court Finals Organized by CEHURD



Hon'ble Lady Justice Naluzze Aisha Batala, Inspector General of Government (IGG) of Uganda and OICOA Member, joined a distinguished panel of judges at the finals of the 13th Annual National Inter-University Constitutional Law Moot Court Competition, organised by the Centre for Health, Human Rights and Development (CEHURD) at Hotel Africana in Kampala on 25 September 2026. Held under the theme "Reproductive and Gender Justice in Uganda: Navigating Constitutional Rights, Public Interest and Social Values," the competition brought together law students from universities across Uganda to examine complex constitutional questions through legal research, written submissions and simulated courtroom proceedings. Lady Justice Batala served alongside retired Justice Stephen Martin Egonda Ntende and Justices Catherine Bamugemereire, Geoffrey Wilfred Kiryabwire and Eva Luswata.

The finals provided an opportunity for aspiring legal professionals to test their advocacy skills before senior members of the judiciary. Lady Justice Batala commended the participants for their understanding of the complex legal issues presented, while the judicial panel offered practical guidance on constructing persuasive legal arguments, interpreting constitutional protections and presenting submissions effectively before the courts. The Islamic University in Uganda's Female Campus emerged as the overall winner, with Uganda Pentecostal University, Fort Portal Campus, securing the first runner-up position. The competition also recognised outstanding individual advocacy, with Ms. Alison Faith Kitimbo of the Islamic University in Uganda receiving the Best Oralist award.

Uganda's Inspector General Hon'ble Justice Naluzze Aisha Batala Calls for Greater Justice Sector Accountability at Launch of Austria-Funded Project by the United Nations Office on Drugs and Crime (UNODC)



Hon'ble Lady Justice Naluzze Aisha Batala, Inspector General of Government of Uganda, delivered the keynote address at the launch of the Promoting Accountability, Integrity and Transparency in Justice – Uganda project, inaugurated by Deputy Chief Justice Hon. Justice Moses Kazibwe Kawumi at the Sheraton Kampala Hotel on 17 September 2026. Implemented by the United Nations Office on Drugs and Crime (UNODC), with financial support from the Government of Austria through the Austrian Development Agency, the two-year initiative aims to improve the administration of justice, strengthen anti-corruption safeguards and expand access to legal remedies, particularly for vulnerable and underserved communities. The project will initially focus on Gulu and Moroto districts, where interventions will be informed by a baseline assessment of local justice institutions and community needs.

Welcoming the initiative, Lady Justice Batala drew attention to the consequences of delayed justice, administrative inefficiency and corruption, which disproportionately affect ordinary citizens. She highlighted the Inspectorate of Government's three constitutional mandates; combating corruption, exercising the Ombudsman function and enforcing the Leadership Code, as central to its contribution to the project. Noting that the Inspectorate maintains regional offices in both pilot districts, she emphasised the importance of improving coordination across the justice system, from the registration and investigation of complaints to their eventual determination. The proposed interventions include digital case tracking, improved information-sharing between institutions, capacity building for justice-sector personnel and stronger anti-corruption frameworks. The project will also encourage the participation of civil society and women's rights organisations in efforts to improve accountability and public access to justice.

ADMINISTRATIVE CONTROL AUTHORITY OF LIBYA

Libya's Administrative Control Authority Chairman Hon'ble Abdullah Qaderbouh Attends the Arab Anti-Corruption Conference in Doha



Hon'ble Mr. Abdullah Qaderbouh, Chairman of Libya's Administrative Control Authority and OICOA Member, headed an official delegation to the Sixth Conference of States Parties to the Arab Anti-Corruption Convention, held from 21 to 23 September 2026 in Doha, Qatar. Organised under the chairmanship of Qatar's Administrative Control and Transparency Authority, the conference brought together representatives of Arab oversight and anti-corruption institutions, justice and interior ministries, the League of Arab States, and specialised technical committees. Discussions centred on reviewing the implementation of the Arab Anti-Corruption Convention, strengthening regional accountability frameworks and developing practical mechanisms for cooperation among participating countries. The conference examined recommendations of the Convention's implementation review bodies and assessed progress made under the action plan adopted during the fifth session, chaired by Palestine.

Delegates reviewed regional workshops, technical meetings and training programmes designed to strengthen national capacities in preventing and combating corruption. The proceedings also addressed proposals for improving institutional coordination, exchanging investigative and supervisory expertise, and developing common approaches to transparency and good governance. The conference concluded with the adoption of several decisions, including the Doha Declaration on strengthening preventive measures against corruption, and the election of the Bureau for its sixth session.

Libya's Administrative Control Authority Chairman Abdullah Qaderbouh Meets Kuwait's Anti-Corruption Chief Hon'ble Dr. Rana Abdullah Al-Fares to Strengthen Oversight Cooperation



Hon'ble Mr. Abdullah Qaderbouh, Chairman of Libya's Administrative Control Authority (ACA) and OICOA Member, held bilateral discussions with Hon'ble Dr. Rana Abdullah Al-Fares, Chairperson of Kuwait's Anti-Corruption Authority (Nazaha), in Doha on 22 September 2026, during his official visit to Qatar. The meeting focused on expanding cooperation between the two oversight institutions in combating corruption, promoting transparency and exchanging technical expertise. Both officials examined opportunities to modernise supervisory procedures, strengthen institutional capabilities and develop training programmes aimed at improving the professional competence of personnel engaged in anti-corruption investigations and administrative oversight.

Dr. Al-Fares expressed Kuwait's readiness to deepen cooperation with Libya's Administrative Control Authority, particularly in evidence gathering, administrative investigations and the exchange of specialised expertise. The two officials explored opportunities for joint training and professional development, with particular emphasis on improving investigative techniques, strengthening the capacity of oversight personnel and drawing upon each institution's experience in detecting and addressing administrative irregularities. Discussions also extended to closer coordination in tackling corruption with cross-border dimensions, where effective information-sharing and cooperation between national oversight bodies are especially important. Both sides expressed interest in pursuing practical avenues of collaboration that would enable their institutions to benefit from one another's operational experience and strengthen their respective capacities to prevent, investigate and combat corruption.

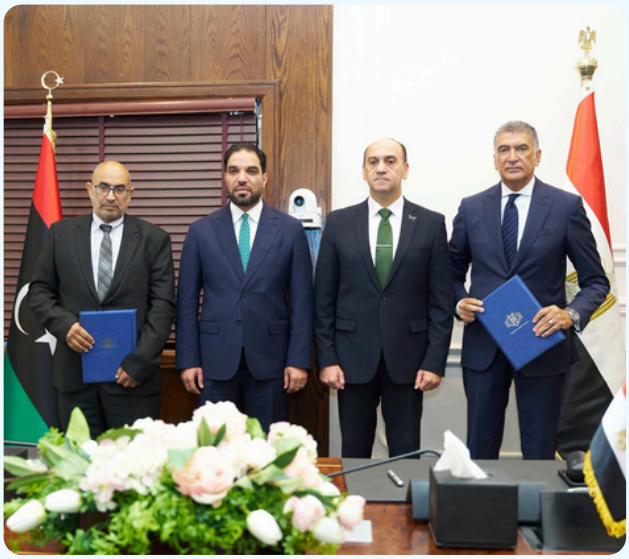
Libya's Administrative Control Authority Chief Abdullah Qaderbouh and President of Qatar's Administrative Control and Transparency Authority Discuss Strengthening Anti-Corruption Investigations and Supervisory Cooperation



Hon'ble Mr. Abdullah Qaderbouh, Chairman of Libya's Administrative Control Authority (ACA), held bilateral discussions with Hon'ble Mr. Hamad bin Nasser Al Misnad, President of Qatar's Administrative Control and Transparency Authority, in Doha on 21 September 2026. Accompanied by an official delegation, Mr. Qaderbouh explored opportunities to strengthen institutional cooperation, exchange supervisory expertise and modernise anti-corruption mechanisms. During the visit, the Libyan delegation was briefed on Qatar's experience in implementing the United Nations Convention against Corruption and the Arab Anti-Corruption Convention, including the policies, institutional frameworks and practical measures adopted to fulfil their respective obligations. Discussions also examined how these experiences could inform improvements in administrative oversight, governance and transparency within the two institutions.

Mr. Al Misnad expressed Qatar's readiness to expand technical cooperation with Libya's Administrative Control Authority, particularly in evidence gathering, administrative enforcement procedures and the conduct of administrative and criminal investigations. Both officials considered opportunities to strengthen the professional capabilities of oversight personnel through specialised training, knowledge-sharing and the exchange of investigative practices. The discussions also addressed improvements to supervisory methods and institutional procedures aimed at identifying irregularities, strengthening preventive controls and increasing the effectiveness of anti-corruption investigations. The meeting took place during Mr. Qaderbouh's visit to Doha for the Sixth Conference of States Parties to the Arab Anti-Corruption Convention, providing an opportunity for direct engagement between the two institutions on areas of mutual operational interest.

Libya's Administrative Control Authority Signs Agreement with Egypt's National Corruption Academy to Provide Postgraduate Training for 200 Officials of ACA Libya



H.E. Mr. Abdullah Qaderbouh, Chairman of Libya's Administrative Control Authority (ACA), witnessed the signing of a cooperation agreement with Egypt's National Anti-Corruption Academy in Cairo on 8 September 2026, establishing postgraduate education opportunities for Libyan oversight personnel. The agreement, covering master's and doctoral programmes, was signed by Dr. Mahmoud Ashour Khalifa, Director of Libya's National Academy for Training and Development, and Dr. Hisham Al-Rukaibi, Director of Egypt's National Anti-Corruption Academy, in the presence of Libya's Ambassador to Egypt, H.E. Mr. Abdelmuttaleb Thabet. Under the first phase, 200 employees of Libya's Administrative Control Authority will be selected to pursue master's degrees, with the objective of strengthening their technical knowledge and professional competence in handling complex supervisory and investigative matters.

The agreement builds upon an existing framework of cooperation between the Libyan and Egyptian oversight authorities, placing particular emphasis on advanced academic qualifications and specialised professional development. The programmes will address contemporary approaches to administrative oversight, governance, anti-corruption practices and the application of modern technologies in regulatory work. Through sustained academic engagement and professional training, Libya's Administrative Control Authority aims to equip its personnel with stronger analytical and investigative capabilities, improve the quality of supervisory procedures and develop a more specialised workforce capable of responding to increasingly complex institutional and financial irregularities.

OMBUDSMAN OF THE REPUBLIC OF SENEGAL

OICOA Member and Mediator of Senegal Hon'ble Demba Kandji and Religious Affairs Delegate Explore Partnership to Strengthen Social Mediation and Regional Outreach



Hon'ble Mr. Demba Kandji, Mediator of the Republic of Senegal and OICOA Member, received Dr. Djim Ousmane Dramé, General Delegate for Religious Affairs, in Dakar on 10th September 2026 to discuss closer institutional cooperation in social mediation and public outreach. During the meeting, both officials expressed their willingness to establish a formal partnership that would enable their institutions to coordinate activities and make more effective use of their respective mandates. Dr. Dramé particularly welcomed the Mediator Institution's extensive regional presence, explaining that the General Delegation for Religious Affairs intends to establish its own regional offices and could benefit from collaboration with the Mediator's existing network in the meantime.

Mr. Kandji welcomed the proposal and offered to facilitate cooperation through the Mediator Institution's regional offices, including hosting visiting delegations and supporting the dissemination of information to communities across Senegal. Dr. Dramé emphasised the importance of drawing upon the Mediator's institutional experience and strengthening engagement with different sections of society through coordinated regional activities. Both officials agreed on the need to develop a structured partnership that would give practical effect to their shared interest in social mediation, improve communication with communities and support the effective discharge of their respective public-service responsibilities.

MEDIATOR OF DJIBOUTI

Djibouti's Mediator and OICOA Member Hon'ble Mr. Kassim Haroun Ali Joins International Mission to Observe Russian Parliamentary Elections



Hon'ble Mr. Kassim Haroun Ali, Mediator of the Republic of Djibouti, participated in an international election observation mission in Russia from 16 to 23 September 2026, during the country's parliamentary elections to the State Duma, the 450-member lower house of the Russian Parliament. Joining observers from several countries at the invitation of the Russian authorities, Mr. Ali was tasked with examining the conduct of voting, compliance with established electoral procedures and the transparency and regularity of operations at polling stations. His participation as the head of Djibouti's independent Mediator Institution formed part of a wider international observation initiative accompanying the parliamentary elections held from 18 to 20 September.

During his visit, Mr. Ali also participated in a roundtable discussion bringing together international observers and institutional representatives to exchange observations on the electoral process and its administration. The discussions provided an opportunity to examine the practical arrangements governing the elections and share perspectives gathered during the observation mission. Addressing the participants, Mr. Ali expressed appreciation for the reception extended to foreign delegations and the organisational arrangements made for their visit. The mission also offered opportunities for professional exchanges with international counterparts on electoral administration, institutional oversight and public participation.

INTEGRITY & ANTI-CORRUPTION COMMISSION OF THE KINGDOM OF JORDAN

JIAAC Chairman Calls for Stronger Efforts to Curb Corruption at the Doha Conference, Signs Agreement with Oman's State Financial and Administrative Audit Institution to Enhance Anti-Corruption Cooperation



Hon'ble Mr. Hazem Abdul Salam Al-Majali, Chairman of Jordan's Integrity and Anti-Corruption Commission (JIACC), headed the Jordanian delegation to the Sixth Conference of States Parties to the Arab Anti-Corruption Convention, held in Doha, Qatar, from 21 to 23 September 2026. Addressing the conference, Mr. Al-Majali called for stronger collective Arab efforts to combat corruption, including the development of objective methodologies for measuring corruption and assessing the effectiveness of national integrity systems. He outlined Jordan's progress in strengthening public-sector accountability, highlighting the National Integrity Index as an instrument for evaluating government institutions, identifying administrative shortcomings and encouraging improvements in public-service standards. He also presented the National Integrity and Anti-Corruption Strategy 2026–2030, which prioritises prevention, institutional capacity building and adapting oversight mechanisms to digital, economic and administrative developments.

On the sidelines of the conference, Mr. Al-Majali signed a Memorandum of Understanding with Hon'ble Sheikh Ghosn bin Hilal Al-Alawi, Chairman of Oman's State Financial and Administrative Audit Institution, to strengthen bilateral cooperation in oversight and anti-corruption activities. The agreement provides for the exchange of professional expertise, institutional practices and strategic approaches, alongside joint lectures, training workshops and capacity-building initiatives. Mr. Al-Majali also held discussions with delegations from Saudi Arabia, Syria, Egypt, Lebanon and Kuwait on practical challenges facing anti-corruption authorities. The exchanges addressed opportunities to improve informal international cooperation, expedite communication between oversight bodies and facilitate information-sharing on matters of mutual concern, particularly where corruption investigations require coordination across national jurisdictions.

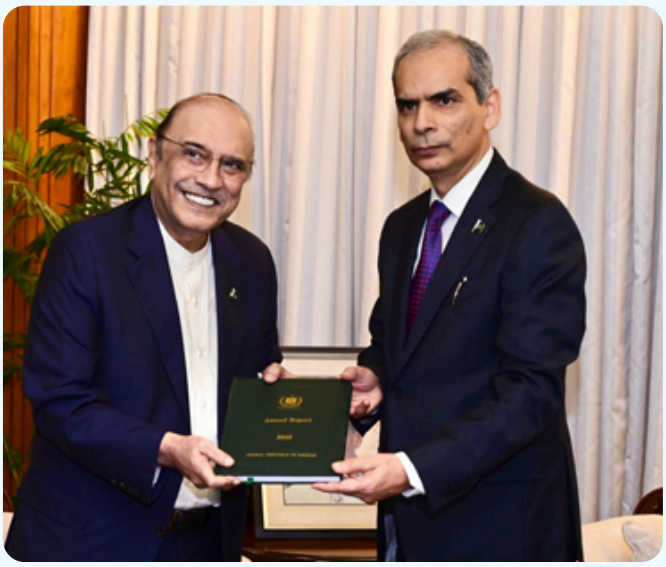
JIAAC Chairman, Hon'ble Hazem Al-Majali Meets Transparency International Chairman to Discuss Financial Transparency and Integrity Reforms



Hon'ble Mr. Hazem Abdul Salam Al-Majali, Chairman of Jordan's Integrity and Anti-Corruption Commission (JIACC), received Mr. François Valérian, Chair of Transparency International, and Ms. Abeer Mdanat, Transparency International Board Member and Executive Director of Rasheed for Integrity and Transparency, in Amman on 9 September 2026. The meeting focused on strengthening cooperation in corruption prevention, institutional governance and the implementation of Jordan's National Integrity Roadmap. Mr. Al-Majali outlined the Commission's approach to combating corruption through preventive measures, institutional integrity, corruption risk management, public participation and law enforcement. He emphasised that effective corruption prevention required coordinated efforts among government institutions, civil society, the private sector and international partners, while expressing interest in drawing upon Transparency International's global expertise to advance Jordan's national reform priorities.

Mr. Valérian welcomed the existing cooperation between the Commission and Rasheed for Integrity and Transparency, describing their partnership as a positive regional example of collaboration between public institutions and civil society. Ms. Mdanat proposed advancing the second phase of performance indicators under the National Integrity Roadmap, particularly measures to strengthen anti-money laundering controls within financial institutions and improve transparency concerning the beneficial ownership of companies and commercial entities. She explained that these measures could help protect the national economy, improve the reliability of corporate financial disclosures and encourage greater transparency in investment practices. The meeting, also attended by JIACC Vice-Chairman Mr. Sami Al-Salaita and Board Member Dr. Saad Al-Shihab, examined opportunities to expand technical cooperation and build upon ongoing governance initiatives.

FEDERAL OMBUDSMAN OF PAKISTAN



Federal Ombudsman of Pakistan Hon'ble Naveed Kamran Baloch Presents the 2025 Annual Report to the President of Pakistan H.E. Asif Ali Zardari

Hon'ble Mr. Naveed Kamran Baloch, Federal Ombudsman of Pakistan and OICOA Member, presented the institution's Annual Report for 2025 to H.E. Mr. Asif Ali Zardari, President of the Islamic Republic of Pakistan, during a meeting at Aiwan-e-Sadr, Islamabad, on 8th October 2026. Briefing the President on the institution's performance, Mr. Baloch reported that the Federal Ombudsman had resolved a record 261,101 public complaints during 2025, compared with 223,198 in the preceding year, while achieving an implementation rate of 96.8 per cent for its decisions. He further informed the President that nearly 88 per cent of complaints had been disposed of within the statutory period of 60 days, highlighting progress in delivering timely administrative justice and strengthening grievance-redressal mechanisms.

Mr. Baloch also apprised the President of the institution's expanding public outreach, including its presence in 28 cities and the operation of One Window Facilitation Desks at international airports to assist overseas Pakistanis in addressing grievances involving federal agencies. President Zardari appreciated the Federal Ombudsman's performance and acknowledged its contribution to providing accessible relief to citizens. He particularly emphasised the need to increase public awareness of the institution's services and communicate its achievements more effectively, enabling a greater number of people to seek redress against maladministration without resorting to lengthy or costly legal proceedings.

Hon'ble Naveed Kamran Baloch Briefs Azad Jammu & Kashmir's President H.E. Dr. Muhammad Najeeb Khan Regarding the Ongoing Initiatives of the Federal Ombudsman and its Geographical Expansion Across Pakistan

Hon'ble Mr. Naveed Kamran Baloch, Federal Ombudsman of Pakistan, called on Hon'ble Dr. Muhammad Najeeb Khan, President of Azad Jammu and Kashmir (AJ&K), on 14th October 2026 to discuss the provision of timely administrative justice and measures to improve the resolution of public complaints. During the meeting, Mr. Baloch briefed the AJ&K President on the Federal Ombudsman Institution's mandate to investigate grievances arising from maladministration in federal public agencies. He outlined recent initiatives to improve complaint handling, facilitate access to institutional remedies and provide citizens with effective relief against administrative delays and deficiencies in public-service delivery.



A key focus of the briefing by Mr. Kamran Baloch was the Federal Ombudsman institution's expanding geographical reach through the establishment of regional offices in remote and underserved districts. He explained that bringing ombudsman services closer to citizens was essential to overcoming the distance, expense and procedural difficulties that often discourage people from pursuing legitimate grievances.

Describing prompt and effective relief against maladministration as his foremost priority, Mr. Baloch expressed his determination to sustain these outreach efforts. AJ&K President H.E. Najeeb Khan praised the Federal Ombudsman Institution's performance and its contribution to resolving citizens' complaints, acknowledging the practical assistance it provides to people dealing with public authorities. He also assured Mr. Naveed Kamran Baloch of the AJ&K Government's full cooperation and support in strengthening the Federal Ombudsman's regional presence in Azad Jammu and Kashmir, including facilitating the effective functioning of its regional office to improve access to grievance-redressal services for local communities. The meeting concluded with an exchange of commemorative shields between the two dignitaries.



Ambassador of the Republic of Azerbaijan H.E. Irfan Davudov Called on the Federal Ombudsman of Pakistan and President of Asian Ombudsman Association Hon'ble Naveed Kamran Baloch

Hon'ble Mr. Naveed Kamran Baloch, Federal Ombudsman of Pakistan and President of the Asian Ombudsman Association (AOA), received H.E. Mr. Irfan Davudov, Ambassador of the Republic of Azerbaijan to Pakistan, at the Federal Ombudsman Secretariat in Islamabad on 24 September 2026. The meeting focused on strengthening cooperation between the ombudsman institutions of Pakistan and Azerbaijan, particularly through the 47-member Asian Ombudsman Association, in which Pakistan holds the presidency and Azerbaijan serves as vice-president. Both officials exchanged views on opportunities for sharing institutional experience, improving grievance-redressal practices and drawing upon the respective approaches of the two countries to administrative accountability and public-service oversight.

During the meeting, Mr. Baloch briefed the Ambassador on reforms and initiatives undertaken by the Federal Ombudsman Institution to provide citizens with free, accessible and expeditious relief against maladministration. He reported that the institution had disposed of more than 261,000 complaints during 2025 and had already resolved approximately 215,000 complaints in 2026, with the annual total projected to exceed 300,000. The discussions also considered the scope for greater exchanges of professional expertise and successful institutional practices between Pakistan and Azerbaijan. Both sides acknowledged the opportunities presented by their leadership roles within the Asian Ombudsman Association to encourage closer engagement between their respective ombudsman institutions and advance practical cooperation in public grievance redressal.

FEDERAL OMBUDSPERSON FOR PROTECTION AGAINST HARASSMENT

Pakistan's Federal Ombudsperson Hon'ble Ms. Fauzia Viqar and Executive Director of OIC Women Development Organization Agree to Develop Framework for Cooperation on Women's Rights



Chair of OICOA Subcommittee on Women Rights and Pakistan's Federal Ombudsperson for Protection Against Harassment Hon'ble Ms. Fauzia Viqar, held an exploratory meeting with Ms. Sarah Ismail AlShoura, Executive Director of the Organization of Islamic Cooperation's Women Development Organization (WDO), in September 2026 to discuss strengthening institutional cooperation in advancing women's rights across OIC member states. During the meeting, Ms. Viqar highlighted the complementary mandates of both institutions and the potential for combining FOSPAH's experience in addressing workplace harassment and discrimination with WDO's regional expertise in women's empowerment. She emphasised the importance of developing practical avenues of cooperation to strengthen institutional responses to grievances affecting women and promote their protection against harassment and discrimination.

H.E. Sarah AlShoura commended FOSPAH's contribution to women's rights protection in Pakistan, particularly its accessible grievance-redressal mechanism for workplace harassment. She also recognised Ms. Viqar's leadership of the OIC Ombudsman Association (OICOA) Sub-Committee on Women's Rights, acknowledging its role in facilitating exchanges among OICOA Member Institutions on issues affecting women. Both sides agreed to develop a framework for structured institutional engagement, creating opportunities to explore future collaboration and draw upon their respective expertise in advancing women's rights across OIC member states.

Pakistan's Federal Ombudsperson for Protection Against Harassment Recieved a Delegation of Female Lawyers from the Federal Judicial Acaemy at FOSPAH Secretariat



Hon'ble Ms. Fauzia Viqar (Pakistan's Federal Ombudsperson for Protection Against Harassment at the Workplace and OICOA Member) received a delegation of 25 young female lawyers from the Federal Judicial Academy (FJA), Islamabad, at the FOSPAH Secretariat on 10th September 2026. The visit formed part of a five-day capacity-building programme organised by the Federal Judicial Academy in collaboration with SHARP Pakistan (Society for Human Rights and Prisoners), aimed at strengthening the participants' professional legal competence in addressing gender-based violence, protecting women's rights and improving access to justice. During an interactive session, Ms. Viqar engaged with the visiting lawyers on FOSPAH's institutional mandate, its role in addressing workplace harassment and the legal mechanisms available to women seeking protection and redress.

The participants were introduced to FOSPAH's institutional framework, complaint-handling procedures and working environment, gaining practical insight into the application of legal safeguards beyond conventional courtroom proceedings. The engagement also provided an opportunity to examine the importance of specialised grievance-redressal institutions in responding to gender-based discrimination and ensuring that women can exercise their legal rights effectively. Mr. Muhammad Haroon, Director Academics at the Federal Judicial Academy, presented a commemorative shield to Ms. Viqar in recognition of her engagement with the participants and FOSPAH's contribution to the professional development initiative.



Federal Ombudsman of Pakistan Hon'ble Naveed Kamran Baloch Called on Federal Ombudsperson for Protection Against Harassment, Hon'ble Ms. Fauzia Viqar at the FOSPAH Headquarters

Federal Ombudsman of Pakistan and OICOA Member, Hon'ble Naveed Kamran Baloch visited the Federal Ombudsperson Secretariat for Protection Against Harassment at the Workplace (FOSPAH) in Islamabad, where he held discussions with Hon'ble Ms. Fauzia Viqar on strengthening cooperation between their respective institutions. The meeting focused on developing a more coordinated approach to advocating for the role and effectiveness of ombudsman institutions, particularly in improving public access to independent grievance-redressal mechanisms. Both officials examined opportunities for sharing institutional experience and adopting effective practices in complaint management, public engagement and service delivery.

A central consideration during the discussions was how closer cooperation between institutions exercising different but complementary mandates could contribute to more responsive administrative justice. The Federal Ombudsman's extensive experience in addressing complaints against federal agencies and FOSPAH's specialised responsibility for workplace harassment provided distinct institutional perspectives for the exchange. Mr. Baloch and Ms. Viqar emphasised the importance of drawing upon these experiences to identify improvements in institutional practices, strengthen public awareness of available remedies and promote greater accessibility of ombudsman services.

Both expressed their commitment to continued professional engagement and collective advocacy aimed at enhancing the capacity of ombudsman institutions to protect citizens' rights and provide timely, effective relief.

FEDERAL BANKING OMBUDSMAN OF PAKISTAN

Hon'ble Sirajuddin Aziz Presides Over Session on Islamic Banking Professional Development Program





OICOA Member and Federal Banking Ombudsman of Pakistan, Hon'ble Mr. Sirajuddin Aziz, presided over a session of the Islamic Banking Professional Development Programme at the National Institute of Banking and Finance (NIBAF), Lahore, on 24 September 2026. Organised from 21 to 25 September, the five-day programme brought together banking professionals to deepen their understanding of Islamic banking principles, contemporary financial practices and the sector's evolving role in Pakistan. Addressing the participants, Mr. Aziz drew upon his extensive experience in banking and financial services to examine the ethical foundations of Islamic banking, placing particular emphasis on professional integrity, moral responsibility and character building as essential qualities of banking professionals.

Mr. Aziz stressed the importance of cultivating a professional culture in which ethical conduct and sound judgement remain central to financial decision-making. His engagement provided participants with an opportunity to examine the responsibilities associated with Islamic banking beyond its technical and operational dimensions, particularly the importance of maintaining public confidence in financial institutions. The programme also served as a platform for professional learning and knowledge exchange, bringing practical industry experience into discussions on the standards and competencies required of banking professionals.

Pakistan's Federal Banking Ombudsman Hon'ble Sirajuddin Aziz Traces Karachi's Economic Transformation at *'Karachi Ki Kahani'* Seminar held at the University of Karachi

OICOA Member and Banking Ombudsman of Pakistan, Hon'ble Mr. Sirajuddin Aziz, delivered the keynote address at a seminar titled "Karachi Ki Kahani (Story of Karachi) ", organised by the Rotaract Club of Karachi Game Changers at the Dr. Riaz Islam Audio-Visual Centre, Department of History, University of Karachi, in September 2026. Addressing students, faculty members and invited guests, Mr. Aziz examined Karachi's economic transformation from a small coastal settlement into one of South Asia's major commercial and financial centres. Drawing upon his extensive experience in banking and financial services, he traced the city's development through successive historical periods, highlighting the contributions of its diverse communities, trading networks and entrepreneurial traditions to its emergence as Pakistan's principal commercial hub.



Mr. Aziz attributed Karachi's industrial and commercial expansion largely to domestic investment, entrepreneurial initiative and the contributions of business families from different parts of Pakistan, rather than dependence on foreign capital. He also discussed the city's strategic importance as an international port, particularly following the opening of the Suez Canal, and recalled the role of Karachi Airport as a major international aviation hub serving 46 airlines at one stage. Through his account of the city's commercial history, Mr. Aziz offered participants a broader perspective on the relationship between trade, investment, financial institutions and economic development, illustrating how local enterprise and international connectivity have contributed to Karachi's position in Pakistan's economy. He further recalled the city's cosmopolitan character, shaped by communities of diverse religious and cultural backgrounds whose commercial activities contributed to its economic expansion. His address brought attention to the role of domestic entrepreneurship in establishing Karachi's industrial and financial foundations, while offering younger generations an opportunity to appreciate the historical forces behind the city's economic development.

FEDERAL INSURANCE OMBUDSMAN OF PAKISTAN

Pakistan's Federal Insurance Ombudsman Joins SECP and Industry Leaders in National Consultation on Claims Settlement and Policyholder Protection

The Federal Insurance Ombudsman (FIO) of Pakistan participated in a high-level consultation convened by the Competition Commission of Pakistan (CCP) in Islamabad on 30 September 2026, to examine challenges affecting the country's insurance sector, particularly delays in claims settlement, consumer protection and access to effective grievance-redressal mechanisms. Mr. Ghulam Ghous, Advisor In-Charge at the Federal Insurance Ombudsman, represented the Institution in a panel discussion on consumer protection and the role of insurance in economic development. Held under the theme "Strengthening Competition in Pakistan's Insurance Sector: Challenges, Opportunities and the Way Forward," the meeting brought together representatives of the Securities and Exchange Commission of Pakistan (SECP), insurance companies, financial institutions and consumer advocacy organisations.

Participants examined measures to improve claims processing, ensure transparent disclosure of insurance terms, promote responsible selling practices and strengthen complaint-handling procedures. The discussions also addressed digitalisation, particularly its potential to simplify insurance transactions and improve the experience of policyholders from purchasing coverage to obtaining settlement of claims. The Federal Insurance Ombudsman's participation was particularly relevant in view of ongoing regulatory efforts to strengthen the protection of insurance policyholders. Earlier in September, the SECP had proposed reforms aimed at improving coordination among grievance-redressal institutions, including formal information-sharing arrangements with the Federal Insurance Ombudsman, stronger enforcement of its decisions and clearer procedures for referring complaints involving public-sector insurers. These proposals seek to address overlapping jurisdictions, procedural delays and difficulties faced by policyholders in identifying the appropriate forum for relief. The consultation also highlighted Pakistan's low insurance penetration, estimated at 0.7 per cent of GDP, drawing attention to the importance of public confidence in the insurance system. In this context, the Federal Insurance Ombudsman's independent grievance-redressal role remains an important complement to the SECP's regulatory oversight and the CCP's efforts to promote fair competition, particularly in ensuring that insurance-sector expansion is accompanied by effective protection of consumers' rights.

PROVINCIAL OMBUDSMAN OF PUNJAB

Pakistan's Provincial Ombudsman of Punjab Marks 30 Years of Public Service with International Conference on Citizens' Rights

The Office of the Ombudsman Punjab on hosted its 30th Anniversary International Conference in Lahore, bringing together ombudsmen, human rights officials and other representatives from different parts of the world to deliberate on strengthening accountability, good governance and citizens' rights. Held at the Pearl Continental Hotel, Lahore, the conference was themed "Role of Ombudsman Institutions in Strengthening Accountability, Governance, and Citizens' Rights."

Delegates from Papua New Guinea, South Africa, West Cameroon, Zambia, Azerbaijan, Russia, Mauritius, Cameroon's North-West Region, Nigeria, Switzerland, Italy, Ukraine, Andorra, Türkiye, the Kyrgyz Republic, Macao, Bahrain, Timor-Leste and the Philippines participated in the international gathering.

Addressing the conference as chief guest, Punjab Senior Minister Marriyum Aurangzeb thanked the foreign delegates for attending the event and appreciated the Ombudsman Punjab's efforts towards promoting citizen-centric governance and institutional reforms. She said the Ombudsman Punjab had transformed the institution into a digital and merit-based organisation and had played an important role in bridging the gap between citizens and the state. The minister also appreciated the office's performance in disposing of public complaints and invited the visiting delegates and their families to Lahore for the Basant festival in March next year.

In her keynote address, Ombudsman Punjab and OICOA Member, Hon'ble Ms. Ayesha Hamid thanked the advisors and staff of the institution for their contribution to its performance and development. She said the office had received more than 73,000 complaints in 2025 and over 60,000 complaints so far this year, which, she maintained, reflected growing public confidence in the institution.

She said the Ombudsman Punjab had recently secured ISO/IEC 27001:2022 certification for information security, while its Complaint Management Information System (CMIS) had obtained ISO 9001:2015 certification last year. "These certifications are the result of sustained efforts to improve institutional efficiency, transparency and the quality of public service," she said.

In her opening remarks, Zambia Public Protector Hon'ble Caroline C. Zulu welcomed the participants and appreciated Ombudsman Punjab Ms. Ayesha Hamid for bringing together a large number of delegates from across the world. She stressed the importance of sharing knowledge, experience and best practices among ombudsman institutions, saying the conference would provide an effective platform for mutual learning and institutional cooperation.



The conference featured three panel discussions focusing on different dimensions of ombudsmanship and institutional development. The first panel discussed "The Evolving Role of Ombudsman Institutions in Strengthening Good Governance". It included Zambia Public Protector Hon'ble Caroline C. Zulu, Russia's Commissioner for Human Rights in Yaroslavl Region H.E. Sergey Baburkin, Timor-Leste Chief Ombudsman Hon'ble Virgilio da Silva Guterres, Mauritius High Commissioner H.E. Munsoo Kurrimbaccus, Türkiye Ombudsman Hon'ble Abdullah Cengiz Makas, Justice pour Tous Internationale (JPTi) Executive Director Mr. Sharof Azizov of Switzerland, Kyrgyz Deputy Ombudsman Hon'ble Aichurok Nazaralieva and Northwest Region Cameroon Public Independent Conciliator Research Officer Mr. Francis Fombi Yang. Federal Banking Ombudsman of Pakistan and OICOA Member, Hon'ble Mr. Sirajuddin Aziz moderated the session.





The second panel deliberated on "Quality Excellence in Digital Transformation in Ombudsman Institutions." Participants included Italy's National Coordination of Italian Ombudsmen President Hon'ble Marino Fardelli, Ombudsman Sindh Hon'ble Muhammad Sohail Rajput, Nigeria Chief Commissioner H.E. Bashir Abubakar, Mauritius Ombudsperson for Children Hon'ble Aneeta Ghoorah, former South African Police Ombudsman Hon'ble Oswald D. Reddy and Southwest Region Cameroon Public Independent Conciliator Office Research Officer Mr. Wren Ebong Ebong Ngole. Ombudsman Sindh Hon'ble Mr. Muhammad Sohail Rajput moderated the session.





The third panel focused on "Institutional Best Practices in Strengthening Ombudsmanship." It featured Ukraine's First Ombudsman Hon'ble Dr. Nina Karpacheva, Azerbaijan Ombudsman Deputy Head Mr. Rashid Rumzada, Head of the International Department of the Russian Regional Ombudsman (Sverdlovsk Region) Ms. Anna Demeneva, Ombudsperson Khyber Pakhtunkhwa Hon'ble Ms. Rubab Mehdi, Federal Ombudsperson for Protection Against Harassment Hon'ble Ms. Fauzia Viqar and Qatar National Human Rights Committee Legal Affairs Department Head Mr. Nasser Al-Marri. Ms. Fauzia Viqar moderated the discussion.



The delegates actively participated in question-and-answer sessions following each panel, sharing their experiences and perspectives on improving complaint redressal mechanisms, digital transformation, institutional independence and the protection of citizens' rights. Mr. Zahid Zaman, Chief Secretary of the Province of Punjab also addressed the participants of this conference, and commended Hon'ble Ms. Ayesha Hamid on hosting the commemorative event on the occasion of 30 years of excellence and public service of the Ombudsman of Punjab.



Strengthening Information Security, Cybersecurity and Privacy Protection: Office of the Ombudsman Punjab, Pakistan Achieves ISO/IEC 27001:2022 Information Security



The Office of the Ombudsman Punjab, Pakistan, has achieved ISO/IEC 27001:2022 certification for its Information Security Management System (ISMS), securing international recognition for its information-security and data-protection practices. Awarded by SGS United Kingdom Limited under the accreditation framework of the United Kingdom Accreditation Service (UKAS), the certification covers the institution's Head Office and all 39 Regional Offices across Punjab. Its scope extends to the digital infrastructure supporting the Ombudsman's statutory functions, including the Ombudsman Punjab Management Information System (OPMIS), the 24-hour Helpline 1050, electronic communication networks, cloud-based services and internal software systems. The certification establishes a structured framework for identifying and managing cybersecurity risks, safeguarding sensitive information and maintaining the integrity of digital systems used in public grievance redressal.

Speaking at a ceremony marking the achievement, Hon'ble Ms. Ayesha Hamid, Ombudsman Punjab, appreciated the efforts undertaken to strengthen the institution's information-security infrastructure and acknowledged the contribution of the technical teams responsible for implementing the required standards. Mr. Kaiser Saleem, Secretary of the Office of the Ombudsman Punjab, also commended the IT Infrastructure and Development Team for its dedication to the certification process. Mr. Usman Asif, Managing Director of SGS Pakistan, congratulated the institution on meeting internationally recognised requirements for information security and cybersecurity. With an extensive network of regional offices handling citizens' complaints and personal records, the certification represents an important advancement in the institution's capacity to protect confidential information, manage digital risks and maintain reliable grievance-redressal services.



Provincial Ombudsman of Punjab Hosts the 5th Batch of International Internship Program 2026 in Association with the Office of the Human Rights Commissioner of Azerbaijan

The Office of the Ombudsman Punjab hosted the fifth batch of the International Internship Programme 2026 from 7–11 September 2026, welcoming a delegation from the Commissioner for Human Rights (Ombudsman) of the Republic of Azerbaijan. The delegation comprised Mr. Sabuhi Abbasov, Head of the Ombudsman's Western Regional Center, and Mr. Elvin Hajiyev, Senior Adviser of the Department on Protection of the Right to Access Information.

The five-day programme was designed to provide practical insight into the institutional framework, complaint management systems and citizen outreach mechanisms of the Ombudsman Punjab. It commenced with an orientation on the Ombudsman Act, 1997, followed by an in-depth briefing on the Office's ISO 9001:2015 Certified Quality Management System and Complaint Management Information System, including a visit to the IT Wing. The delegation also explored the office's Helpline 1050, media strategy, social media and public awareness campaigns, alongside a Research & Development Wing workshop featuring a comparative analysis between the Ombudsman Punjab and the participants' home institution. A key element of the internship was field-based learning. The participants observed the Awami Khidmat Programme Mobile Outreach Van operating in remote areas of Rawalpindi and interacted with local complainants. The programme concluded at the Head Office with presentations by the interns on their findings, recommendations and learning experience, followed by a certification ceremony addressed by Ms. Ayesha Hamid, Ombudsman Punjab, and Mr. Kaiser Saleem, Secretary. The programme also included cultural engagement through visits to Lahore's historic landmarks and the Wagah Border flag-lowering ceremony.

PROVINCIAL OMBUDSPERSON OF PUNJAB

Punjab Ombudsperson Najma Afzal Khan and Aga Khan University Discuss Joint Initiatives to Prevent Workplace Harassment and Strengthen Complaint-Handling Mechanisms



Hon'ble Dr. Najma Afzal Khan, Provincial Ombudsperson Punjab and OICOA Member, held discussions with a delegation from Aga Khan University (AKU) to explore institutional cooperation in preventing workplace harassment, protecting women's rights and improving mechanisms for addressing complaints of harassment and discrimination. The delegation comprised Dr. Kausar S. Khan, Dr. Muazzam Nasir and Dr. Tazeen Saeed Ali. The meeting examined practical approaches to strengthening workplace protection systems, with particular attention to confidential complaint-handling procedures, safeguarding complainants against retaliation and ensuring that institutional mechanisms remain accessible, responsive and sensitive to the concerns of affected individuals.

The discussions also explored opportunities to combine the Ombudsperson Institution's experience in investigating workplace harassment complaints with Aga Khan University's academic and research expertise. Potential areas of cooperation included specialised training for institutional personnel, awareness programmes on workplace rights, joint research and the exchange of knowledge on effective prevention and grievance-redressal practices. Both sides expressed interest in developing a structured framework for future collaboration, with the aim of translating research findings and institutional experience into practical measures that strengthen complaint management, promote accountability and contribute to safer and more respectful working environments across Punjab.

Punjab Ombudsperson Dr. Najma Afzal Khan Leads Capacity Building Workshop in Dera Ghazi Khan to Strengthen Workplace Harassment Inquiry Committees

Hon'ble Dr. Najma Afzal Khan, Provincial Ombudsperson Punjab, presided over a capacity-building workshop for members of departmental Anti-Harassment Inquiry Committees at the Deputy Commissioner's Office in Dera Ghazi Khan on 16 September 2026. The workshop brought together representatives of various government departments to strengthen their understanding of workplace harassment laws, improve investigative procedures and ensure fair and timely resolution of complaints. Addressing the participants, Dr. Najma Khan stressed that providing women with a safe and dignified working environment was a fundamental responsibility of every public institution. She called for stronger departmental inquiry mechanisms, greater awareness of workplace codes of conduct and effective implementation of legal safeguards against harassment. The gathering was attended by Deputy Commissioner Mr. Muhammad Usman Khalid, Member of the National Assembly Ms. Shahnaz Saleem, former Punjab Assembly Member Ms. Najma Arshad, senior district officials and representatives of the legal community.



During an interactive session, Dr. Najma Khan responded to questions raised by inquiry committee members regarding the handling of complaints, investigation procedures and the responsibilities of departmental authorities. She clarified that women could initiate complaints even through applications submitted on plain paper, with the relevant committees responsible for conducting impartial inquiries and hearings in accordance with the law. She also announced plans to establish 10 additional district-level offices of the Provincial Ombudsperson, supplementing the existing offices at nine divisional headquarters to improve access to protection and grievance-redressal services. Deputy Commissioner Muhammad Usman Khalid assured the Ombudsperson of the district administration's cooperation in strengthening institutional coordination and creating safer working environments for women.

PROVINCIAL OMBUDSMAN OF KHYBER PAKHTUNKHWA

Khyber Pakhtunkhwa Ombudsman Conducts Public Awareness Campaign in Collaboration with University of Malakand to Educate Students on Citizens' Rights and Grievance Redressal



The Office of the Provincial Ombudsman Khyber Pakhtunkhwa, Pakistan, organised a public awareness seminar at the University of Malakand on 23 September 2026 to familiarise students and faculty members with the institution's mandate and the remedies available to citizens against maladministration. Addressing the gathering, Ms. Shabana Gul, Director, and Mr. Muhammad Kamran Ali, Assistant Director and Focal Person, explained the Ombudsman's role in investigating complaints concerning administrative irregularities, corruption, abuse of authority and undue delays in government departments. They informed participants that citizens could lodge complaints against provincial government departments free of charge, without the financial burden of conventional legal proceedings, and outlined the institution's procedures for providing relief within a six-month timeframe. The seminar was attended by the Vice Chancellor of the University of Malakand, faculty members and a large number of students, who engaged with the visiting officials on citizens' rights and the practical procedures for seeking administrative redress. Appreciating the initiative, the Vice Chancellor acknowledged the importance of introducing young people to independent accountability institutions and the legal remedies available when public authorities fail to discharge their responsibilities. He also assured the Ombudsman Institution of the University's continued cooperation in future awareness activities. The session concluded with an interactive question-and-answer discussion and the distribution of informational pamphlets explaining the institution's services and complaint-registration procedures.

PROVINCIAL OMBUDSPERSON OF KHYBER PAKHTUNKHWA

Khyber Pakhtunkhwa Ombudsperson Hon'ble Rubab Mehdi Reports Rs 4.1 Billion in Property Rights Secured for Women in Annual Performance Review



Provincial Ombudsperson Khyber Pakhtunkhwa and OICOA Member Hon'ble Ms. Rubab Mehdi, unveiled the Institution's Annual Performance Report for July 2025–July 2026 at a press conference in Peshawar on 18 August 2026, announcing significant progress in protecting women's property and inheritance rights and improving access to administrative justice. According to the report, the Institution helped women secure property valued at approximately Rs 4.1 billion and conducted morethan 20,000 hearings during the reporting period. Ms. Mehdi disclosed that, upon assuming office, she had inherited a backlog of 2,397 cases, with complainants facing prolonged waiting periods. By increasing the daily hearing schedule from 20–25 to 80–120 cases, the Institution cleared the accumulated backlog within four months, considerably reducing delays in grievance redressal. She further explained that complainants could pursue their cases without mandatory legal representation, making the process more accessible and affordable.

Highlighting the Institution's efforts to extend its services beyond Peshawar city, Ms. Mehdi reported that public hearings had been organised across the province, including in Bannu, Dera Ismail Khan, Hazara and Malakand, where approximately 97 per cent of grievances presented were resolved on the spot. She also outlined measures to strengthen the implementation of decisions in property disputes, including the appointment of 226 commissions to examine contested records and facilitate the restoration of lawful ownership. In addition, the Institution engaged with vice chancellors of 48 universities to encourage the establishment of workplace harassment inquiry committees. Ms. Mehdi called upon the media to increase public awareness of the Ombudsperson's mandate, particularly among women who remain unaware of the legal remedies available to protect their property, inheritance and workplace rights.

Hon'ble KPK Ombudsperson Participates as a Panelist at the 30th Anniversary International Conference of the Provincial Ombudsman of Punjab



Hon'ble Ms. Rubab Mehdi, Provincial Ombudsperson Khyber Pakhtunkhwa and OICOA Member, participated in the second panel discussion titled "Institutional Best Practices in Strengthening Ombudsmanship" at the 30th Anniversary International Conference of the Office of the Ombudsman Punjab, held at the Pearl Continental Hotel, Lahore, on 8th October 2026. Moderated by Hon'ble Ms. Fauzia Viqar, Federal Ombudsperson for Protection Against Harassment at the Workplace, the second panel session brought together distinguished representatives from Ombudsman and Human Rights Institutions of Ukraine, Azerbaijan, Russia, Qatar and Pakistan to examine practical approaches to strengthening independent oversight institutions. Discussions addressed institutional effectiveness, improved complaint-redressal mechanisms, the protection of citizens' rights and the exchange of successful administrative practices among ombudsman institutions.



Addressing the panel, Ms. Mehdi emphasised that the effectiveness of ombudsman institutions should be measured not merely by the number of complaints disposed of, but by the tangible relief secured for citizens. Drawing upon her institution's experience in Khyber Pakhtunkhwa, she discussed practical reforms introduced to accelerate complaint proceedings, eliminate longstanding case backlogs and strengthen the enforcement of decisions, particularly in cases involving women's property and inheritance rights. Ms. Mehdi highlighted her institution's recent achievements, including the restoration of property rights valued at approximately Rs. 4.1 billion to women, as examples of how focused institutional oversight could translate legal protections into meaningful outcomes. She stressed the importance of taking grievance-redressal services beyond provincial headquarters through regional public hearings, enabling women in remote and underserved communities to pursue their rights without facing excessive financial or procedural difficulties. Referring to institutional best practices, she also emphasised the need for effective case management, closer coordination with government authorities and consistent follow-up to ensure compliance with ombudsman decisions. She maintained that the exchange of practical experiences among ombudsman institutions was essential to identifying workable solutions, improving institutional responsiveness and strengthening public confidence in administrative justice.

PROVINCIAL OMBUDSMAN OF BALOCHISTAN

Hon'ble Saadatullah Bazai Sworn-in as Pakistan's Provincial Ombudsman of Balochistan



Hon'ble Mr. Saadatullah Khan Bazai, a former District and Sessions Judge, was formally sworn in as the Provincial Ombudsman of Balochistan, at a ceremony held at Governor House, Quetta, on 12th October 2026. H.E. Sheikh Jaffar Khan Mandokhail, Governor of Balochistan, administered the oath of office following Mr. Bazai's appointment for a four-year term, effective 9 October 2026. The ceremony was attended by Mr. Naseem-ur-Rehman, Adviser to the Chief Minister of Balochistan; Mr. Naeem Bazai, Member of the Provincial Assembly; Mr. Abdul Latif Kakar, Advocate General of Balochistan; and senior government officials and other dignitaries.

Following his appointment, Hon'ble Mr. Zafar Hijazi, Secretary General OICOA/Federal Tax Ombudsman of Pakistan and Mr. Almas Ali Jovindah, Executive Secretary OICOA, conveyed their congratulations to Mr. Bazai and expressed their willingness to work closely with Mr. Bazai, whose institution is a valued member of OICOA, and to further strengthen institutional cooperation, professional exchanges and collaborative initiatives within the Association.



President of OIC Ombudsman Association and Chief Ombudsman of Turkiye, Hon'ble Mehmet Akarca chaired the 13th OICOA Board Meeting



Ambassador of the Republic of Equatorial Guinea to Turkiye, H.E. Jose Esono Micha Akeng, paid a farewell visit to the OICOA President and Chief Ombudsman of Turkiye Hon'ble Mr. Mehmet Akarca



OICOA President and Chief Ombudsman of Turkiye, Hon'ble Mr. Mehmet Akarca, paid a return visit to the Ambassador of the Russian Federation to Turkiye, H.E. Mr. Sergey V. Vershin



OICOA President and Chief Ombudsman of Turkiye, Hon'ble Mr. Mehmet Akarca, alongside Ankara Yıldırım Beyazıt University Rector, Dr. Ali Cengiz Köseoğlu, signing the "Education-Oriented Internship Information Program" MoU



Hon'ble Mr. Mehmet Akarca, addressing the closing ceremony of the 'Forum for the Exchange of Experiences of Ombudsmen from the Balkan Regions & Neighboring Countries



Ombudsman of Turkiye Hon'ble Mr. Ertunç Erkan Balta met with the Director of the National Human Rights Centre of the Republic of Uzbekistan Mr. Akmal Saidov, on the sidelines of the 5th Samarkand Human Rights Forum



Ombudsman of Türkiye Hon'ble Mr. Ertunç Erkan Balta addressing the panel dedicated to the 30th anniversary of the National Human Rights Centre of the Republic of Uzbekistan, as part of the 5th Samarkand Human Rights Forum



Ombudsman of Türkiye Hon'ble Mr. Özcan Yıldız delivering a presentation on the opportunities and risks of digital transformation and the role of Turkish Ombudsman during the European Ombudsman Institution's international conference in Italy



OICOA Board Member and Human Rights Commissioner of Azerbaijan, Hon'ble Ms. Sabina Aliyeva visited the Victory Park to honor the martyrs on the occasion of Azerbaijan's Remembrance Day



Azerbaijan's Human Rights Commissioner and OICOA Board Member, Hon'ble Ms. Sabina Aliyeva, held a citizen reception during her visit to Lankaran City of the Republic of Azerbaijan



Hon'ble Ms. Sabina Aliyeva, OICOA Board Member and Commissioner for Human Rights of Azerbaijan, during her participation in the "BRAVE 2026" Second Business and Human Rights Forum in Strasbourg



OICOA Board Member and Human Rights Commissioner of Azerbaijan Hon'ble Ms. Sabina Aliyeva received the delegation of the Turkish Lawyers Society visiting Azerbaijan on the invitation of the Bar Association of the Republic of Azerbaijan



OICOA Board Member and Mediator of the Kingdom of Morocco, Hon'ble Mr. Hassan Tariq, signed a partnership agreement with the National Fund for Retirement and Insurance (CNRA)



OICOA Board Member and Mediator of the Kingdom of Morocco, Hon'ble Mr. Hassan Tariq, held a virtual meeting with regional delegates, advisors, and central administration executives to discuss mediation management



Mediator of the Kingdom of Morocco and OICOA Board Member, Hon'ble Mr. Hassan Tariq, presenting and signing his newly published book, "Mediation as Equity," during a cultural event hosted by the "Le Matin" Book Club in Casablanca



Mediator of Morocco and OICOA Board Member Hon'ble Mr. Hassan Tariq held a meeting with the Director of the National Library, Ms. Samira Malizi to explore collaboration in publishing & cultural outreach



OICOA Board Member and Ombudsperson of Bahrain, Hon'ble Ms. Ghada Hameed Habib during her virtual participation for the 13th Board Meeting of the OIC Ombudsman Association



OICOA Board Member and Ombudsperson of Bahrain, Hon'ble Ms. Ghada Hameed Habib, held a meeting with H.E. Dr. Ebrahim Mohammed Janahi and representatives from the British University in Bahrain



OICOA Board Member Hon'ble Mr. Nuzran Joher taking oath before the President of Indonesia as the Chairman of the Ombudsman of Republic of Indonesia for the term 2026-2031



Secretary General OICOA and Federal Tax Ombudsman of Pakistan Hon'ble Mr. Zafar Hijazi during the meeting with Chief Legal Consultant to the President of Pakistan Hon'ble Justice Irfan Qadir and Governor of Punjab H.E. Saleem Haider Khan



OICOA Secretary General Hon'ble Mr. Zafar Hijazi during the virtual meeting held with the newly appointed honorary advisors for OverSeas Pakistanis Grievance Redressal Cell of the Federal Tax Ombudsman of Pakistan



OICOA Secretary General and Federal Tax Ombudsman of Pakistan, Hon'ble Mr. Zafar Hijazi, during the 13th Board Meeting of the OIC Ombudsman Association held virtually



OICOA Secretary General, Hon'ble Mr. Zafar Hijazi, and OICOA Executive Secretary, Mr. Almas Jovindah presided the closing ceremony of the Federal Tax Ombudsman of Pakistan's Summer Internship Program 2026



President of the Republic of Mozambique, H.E. Daniel Chapo, visited the Ombudsman of Mozambique's Office stand at the 61st Maputo International Fair (FACIM), where he was received by the Ombudsman and OICOA Member, Hon'ble Mr. Isaque Chande



Officers from the Ombudsman's Office of Mozambique received citizen complaints regarding judicial and administrative delays at its stand during the 61st Maputo International Fair (FACIM)



OICOA Member and Ombudsman of Mozambique, Hon'ble Mr. Isaque Chande, received the President of the Mozambican Bar Association Ms. Thera Dai, to discuss the defense of citizens' rights and the promotion of justice



Chairman of ACA Libya and OICOA Member, Hon'ble Mr. Abdullah Qaderbuh, during a meeting in Qatar with the Acting President of Algeria's High Authority for Transparency, Prevention and Fight against Corruption Mr. M'hamed Djellaoui



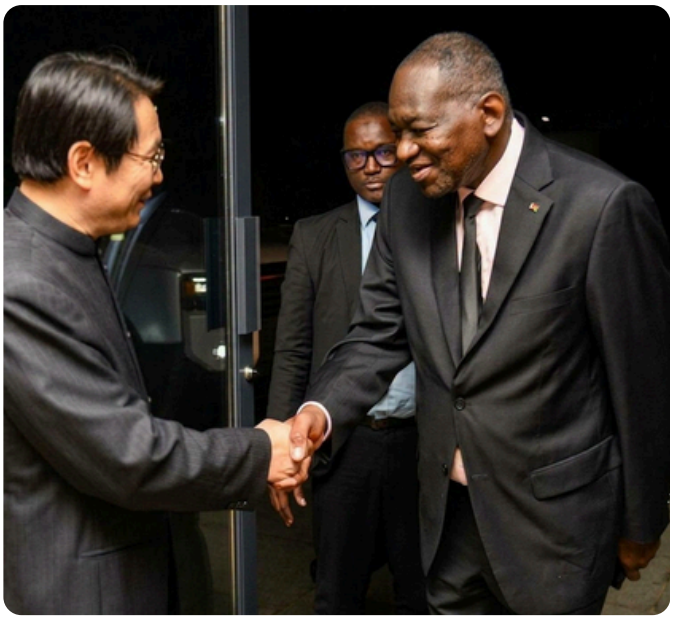
Hon'ble Mr. Abdullah Qaderbuh, participating in the 6th Conference of the States Parties to the Arab Anti-Corruption Convention, hosted by the Administrative Control and Transparency Authority in Doha



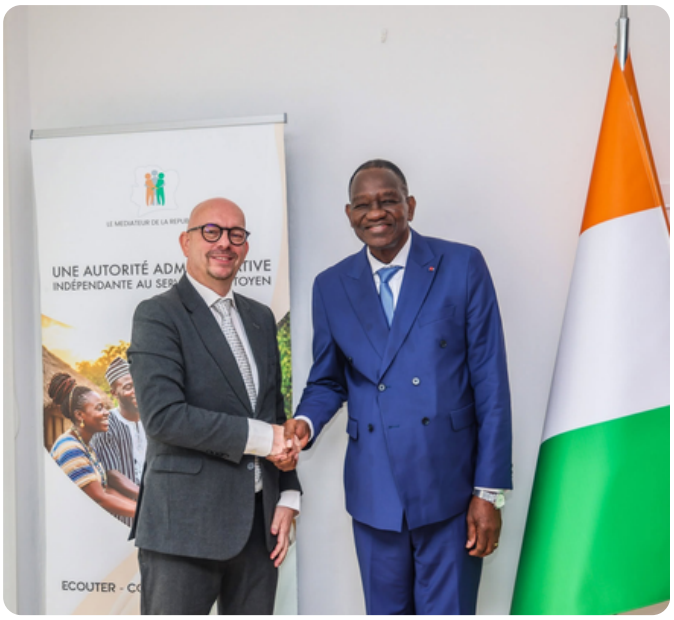
OICOA Member and Chairman of Administrative Control Authority of Libya, Hon'ble Mr. Abdullah Qaderbouh during a meeting with the Head of Kuwait Anti-Corruption Authority Dr. Rana Al-Faris



Hon'ble Mr. Abdullah Qaderbouh, alongwith the Libyan Ambassador to Egypt, while attending the signing ceremony in Cairo, of the training agreement between Libyan National Academy for Training & Development and the Egyptian National Anti-Corruption Academy



Ombudsman of Ivory Coast, Hon'ble Mr. Gaoussou Touré, participating in the 77th anniversary of the People's Republic of China upon the invitation of the Chinese Ambassador H.E. Mr. Wu Jie



The Ambassador of the Kingdom of the Netherlands, H.E. Mr. Jeroen Kelderhuis, paid a courtesy visit to the Ombudsman of the Republic of Ivory Coast and OICOA Member, Hon'ble Mr. Gaoussou Touré



Hon'ble Mr. Gaoussou Touré attending panel session on resolving land conflicts through mediation at the National Forum on Land and Social Cohesion, held at the Félix Houphouët-Boigny Foundation in Yamoussoukro



Mediator of Ivory Coast, Hon'ble Mr. Gaoussou Touré, received the Minister of Women, Family and Children, H.E. Nassénéba Touré, to coordinate joint efforts in protecting vulnerable populations across the Republic of Ivory Coast



Ombudsman of the Republic of Djibouti, Hon'ble Mr. Kassim Haroun Ali, and his delegation participated in an international electoral observation mission for the State of Duma elections in the Russian Federation



Federal Ombudsman of Pakistan, OICOA Member, and Hon'ble Mr. Naveed Kamran Baloch presented the 2026 Annual Report to the President of Pakistan H.E. Asif Ali Zardari



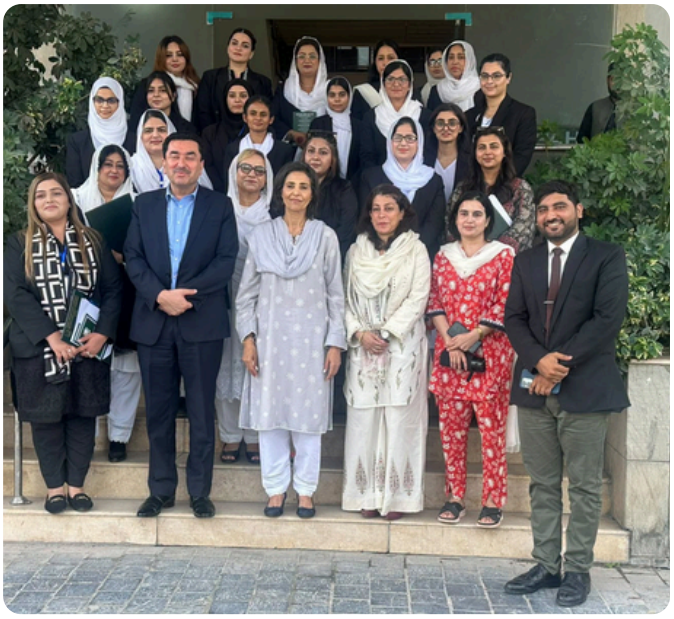
A group photo of Federal Ombudsman of Pakistan Hon'ble Mr. Naveed Kamran Baloch with participants of the 47th Mid-Career Management Course of the National Institute of Public Administration (NIPA - Peshawar)



Federal Ombudsman of Pakistan and OICOA Member Hon'ble Mr. Naveed Kamran Baloch presented a commemorative souvenir to the Ambassador of Azerbaijan to Pakistan H.E. Irfan Davudov



Pakistan's Federal Ombudsman and OICOA Member, Hon'ble Mr. Naveed Kamran Baloch received Pakistan's Federal Ombudsperson for Protection Against Harassment and OICOA Member Hon'ble Ms. Fauzia Viqar at Federal Ombudsman Secretariat in Islamabad



Pakistan's Federal Ombudsperson and Chairperson of OICOA Subcommittee on Women Rights Hon'ble Fauzia Viqar received a delegation of female lawyers as part of Capacity Building Program by the Federal Judicial Academy



Pakistan's Federal Ombudsperson Hon'ble Ms. Fauzia Viqar held a virtual meeting with the Executive Director of Women Development Organization Ms. Sarah Ismail AlShoura to discuss women empowerment across OIC States



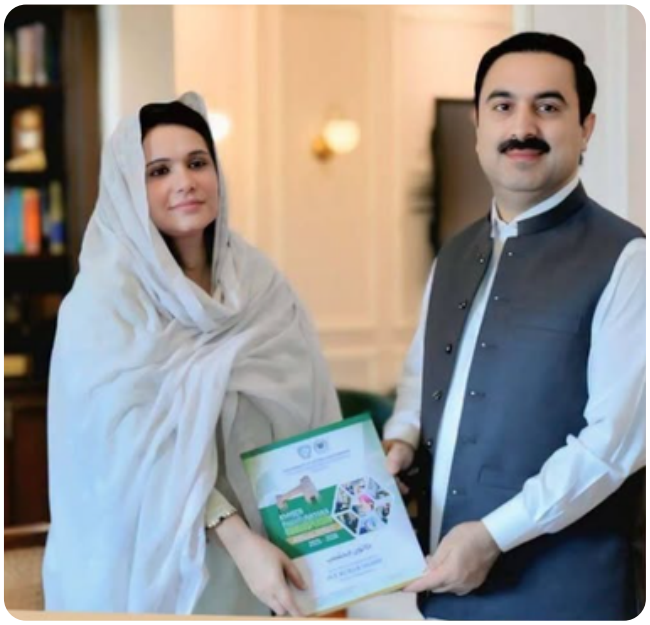
Hon'ble Ms. Fauzia Viqar visited FAST University (Karachi Campus) for an awareness and outreach session on workplace harassment law and the protections available under the Protection Against Harassment of Women at the Workplace Act of 2010



Chief Legal Consultant to the President of Pakistan Hon'ble Justice Retd. Irfan Qadir received Federal Ombudsman of Pakistan, Federal Tax Ombudsman, Federal Ombudsperson, and Provincial Ombudsperson of Khyber Pakhtunkhwa at the Presidential Secretariat



Pakistan's Provincial Ombudsperson of Khyber Pakhtunkhwa and OICOA Member, Hon'ble Ms. Rubab Mehdi held an awareness session on Workplace Harassment and Women Property Rights in Charsadda District - KPK



Pakistan's Provincial Ombudsperson of Khyber Pakhtunkhwa and OICOA Member Hon'ble Ms. Rubab Mehdi presented the 2026 Annual Report to the Chief Secretary of KPK Province Mr. Shahab Ali Shah



Pakistan's Provincal Ombudsperson of Khyber Pakhtunkhwa and OICOA Member Hon'ble Ms. Rubab Mehdi held a press conference to launch the July 2025 - July 2026 Annual Report and shared statistics regarding achievements in protecting women's property and inheritance rights



OICOA Member and Federal Banking Ombudsman of Pakistan Hon'ble Sirajuddin Aziz alongwith Secretary of Punjab Ombudsman Mr. Kaiser Saleem during the Punjab Ombudsman 30th Anniversary International Conference



Executive Secretary OICOA Mr. Almas Ali Jovindah alongwith the Deputy Head of the Human Rights Commissioner (Ombudsman) of Azerbaijan, Mr. Rashid Rumzada, during the 30th Anniversray event of the Punjab Ombudsman held in Lahore



Head of the International Department of the Russian Regional Ombudsman (Sverdlovsk Region) Ms. Anna Demeneva attended the Punjab Ombudsman 30th Anniversary International Conference as a Panelist



Mauritian Ombudsperson of Children Hon'ble Ms. Aneeta Ghoorah attended the Punjab Ombudsman 30th Anniversary International Conference as a Key Panelist



Pakistan's Provincial Ombudsman of Sindh, Hon'ble Mr. Muhammad Sohail Rajput moderated the 2nd Panel on 'Quality Excellence in Digital Transformations in Ombudsman Institutions' during the Punjab Ombudsman 30th Anniversary International Conference



Pakistan's Provincial Ombudsman of Punjab and OICOA Member hosted the delegation of Human Rights Commissioner (Ombudsman) of Azerbaijan under the banne of International Ombudsman Institute's International Internship Program



Pakistan's Provincial Ombudsperson of Punjab and OICOA Member, Hon'ble Dr. Najma Afzal Khan conducted an awareness session at the Office of Deputy Commissioner of Sargodha, regarding protection of women from workplace harassment and securing inheritance rights



Hon'ble Dr. Najma Afzal Khan received a delegation from Aga Khan Medical University at her Office to discuss potential avenues of mutual collaboration regarding prevention of workplace harassment and effective mechanisms for female empowerment



OICOA Member and Pakistan's Provincial Ombudsperson of Punjab, Hon'ble Dr. Najma Afzal Khan attended the Ceremony of the Youth Peace Festival 2026 as a Chief Guest



OICOA Member and Pakistan's Provincial Ombudsperson of Punjab, Hon'ble Dr. Najma Afzal Khan chaired the workshop on Anti-Harassment Workplace Committees at the Office of the Deputy Commissioner of Dera Ghazi Khan

PRESS COVERAGE FOR THE OMBUDSMAN INSTITUTION OF TURKIYE

interpress ŞOK GÜNLÜK YEREL GAZETE İSTANBUL SİYASİ Tarih : 3.9.2026 Sayfa : 7 StxCm : 90,51

OMBUDSMANLAR İstanbul'da buluşacak

TBMM Kamu Denetçiliği Kurumunun (Ombudsmanlık) ev sahipliğinde Türk İşbirliği ve Koordinasyon Ajansı Başkanlığının (TİKA) katkılarıyla 3-4 Eylül'de İstanbul'da, "Balkanlar ve Komşu Ülke Ombudsmanları Deneyim Paylaşımı Forumu" düzenlenecek.



"İNSAN Haklarının Korunması ve İyi Yönetimin Güçlendirilmesinde Ombudsmanlık Kurumlarının Rolü: Balkanlar ve Komşu Ülkeler Arasında Deneyim Paylaşımı" ana temasıyla gerçekleştirilecek forum, Balkanlar ve komşu ülkelerin ombudsmanlarını ve üst düzey temsilcilerini bir araya getirecek.

Foruma, Arnavutluk, Bosna-Hersek, Bulgaristan, Çekya, Hırvatistan, Karadağ, Kosova, Kuzey Makedonya, Macaristan, Romanya, Sırbistan, Slovakya ve Slovenya'dan ombudsmanların ve beraberlerindeki heyetlerin katılması öngörülüyor. Kamu Başdenetçisi Mehmet Akarca ile Kamu Denetçileri ve Kamu Denetçiliği Kurumu uzmanlarının da yer alacağı forumun yaklaşık 60 katılımcıyla gerçekleştirilmesi planlanıyor.

İNSAN HAKLARI VE İYİ YÖNETİM ALANINDA BÖLGESEL İŞBİRLİĞİ GÜÇLENDİRİLECEK

Forumda, Balkanlar ve komşu ülkelerde faaliyet gösteren ombudsmanlık kurumları ve muadil kuruluşlar arasındaki kurumsal ve bölgesel işbirliğinin güçlendirilmesi, bilgi ve deneyim paylaşımının artırılması, iyi uygulamaların yaygınlaştırılması ve ortak standartların geliştirilmesine katkı sağlanması amaçlanıyor. Forum kapsamında ayrıca Türkiye'nin ombudsmanlık alanındaki kurumsal tecrübesinin paylaşılması, insan hakları ve iyi yönetim ilkelerinin bölgede güçlendirilmesi ve ülkeler arasında sürdürülebilir bir işbirliği platformunun oluşturulması hedefleniyor.

Etkinliğin, Kamu Denetçiliği Kurumunun uluslararası görünürlüğünün artırılmasına, Türkiye'nin insan hakları alanındaki kurumsal birikiminin uluslararası düzeyde tanıtılmasına ve bölgesel sorunlara yönelik ortak çözüm mekanizmalarının geliştirilmesine katkı sağlaması bekleniyor.

Forum, 3 Eylül'de İstanbul Anadolu Hakimevi'nde düzenlenecek açılış programıyla başlayacak. Ayrıca, iki gün sürecek forum kapsamında, yabancı ombudsmanların konuşmacı olarak yer alacağı 5 ayrı oturum gerçekleştirilecek. Oturumlarda insan haklarının korunması, iyi yönetim ilkelerinin geliştirilmesi ve ombudsmanlık kurumları arasındaki deneyim paylaşımı farklı boyutlarıyla ele alınacak. **AA**

interpress

Balkanlar ve komşu ülke ombudsmanları İstanbul'da deneyim paylaşımı için buluştu

Programın açılışında konuşan İstanbul Valisi Davut Gül, bu toplantının neticesinde yapılacak tecrübe paylaşımlarıyla birlikte her ülkenin mutlaka istifade edeceği ve güzel örneklerin yaygınlaşacağı bir tablonun çıkacağına yürekten inandığını dile getirdi.



interpress KEŞİN KARAR HER TAÇA 6 GÜN YERE... ÇORUM SİYASİ Tarih : 27.8.2026 Sayfa : 2 StxCm : 89,36



DASK poliçelerinde yeni düzenleme

Resmi Gazete'de yayımlanan düzenlemeye göre; Doğal Afet Sigortaları Kurumu (DASK) poliçesi yaptırılan evin satışı halinde, kullanılmayan günlere ait primler sigorta sahibine iade edilecek.

Kamu Denetçiliği Kurumu'nun (KDK) tavsiye kararı üzerine zorunlu deprem sigortasında değişikliğe gidildi.

KDK'ya başvuran bir vatandaş, zorunlu deprem sigortası yaptırdıktan birkaç ay sonra evini sattığını, evin yeni sahibinin de konut kredisi kullanırken aynı ev için yeni bir DASK poliçesi yaptırdığını ifade etti.

Böylece aynı konut için iki ayrı poliçe düzenlenmiş olduğunu belirten vatandaş, poliçeyi iptal ettirmek ve ödediği parayı geri almak istediğini ancak karmaşık bir süreçle karşılaştığını ifade etti.

Vatandaş, ödediği primin kullanılmayan kısmını geri almakta güçlük yaşadığını belirterek, uygulama nedeniyle yaşadığı mağduriyetin giderilmesi yönünde talepte bulundu.

KDK tarafından yapılan inceleme sonucunda; mevcut uygulamanın yeniden gözden geçirilmesi, vatandaşın hakkını daha kolay kullanabileceği bir sistem kurulması yönünde Sigortacılık ve Özel Emeklilik Düzenleme ve Denetleme Kurumu Başkanlığı'na ve Doğal Afet Sigortaları Kurumu Başkanlığı'na tavsiye kararı verdi.

KDK'nın tavsiye kararı üzerine, Sigortacılık ve Özel Emeklilik Düzenleme ve Denetleme Kurumu Başkanlığı tarafından mevzuat çalışması başlatıldı. Çalışmaların tamamlanmasının ardından DASK uygulamasında önemli bir değişikliğe gidildi.

21 Ağustos 2026 tarihli Resmi Gazete'de yayımlanan yeni düzenlemeye göre; bir konut satıldığında eski sahibine ait DASK poliçesi taşıdaki satış tescil tarihi itibarıyla sona erecek ve poliçenin kullanılmayan günlerine karşılık gelen prim, eski ev sahibine geri ödenecek. Yeni ev sahibi için de aynı bir DASK poliçesinin bulunması esas olacak.

(Haber Merkezi)

interpress ŞOK GÜNLÜK YEREL GAZETE İSTANBUL SİYASİ Tarih : 30.8.2026 Sayfa : 7 StxCm : 34,66



KDK'den kaçak yapı yıkımına ilişkin idare kurumlarına tavsiye kararı

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

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

Kaçak yapılar nedeniyle taşınmazına ulaşımı kısıtlanan, ıspanak yıkama havuzuna su temininde sondaj yapıldığı 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 hakkında cezai işlem uygulanmasına, yapıların "kaçak" olduğu tespitine rağmen yıkım işleminin yapılmadığını belirten şikayetçi, KDK'ye başvurdu. **AA**

PRESS COVERAGE FOR THE HUMAN RIGHTS COMMISSIONER OF AZERBAIJAN

iki sahil
VAHİD AZƏRBAYCAN UĞRUNDA!

Ombudsman appeals against discriminatory advertisements

An advertisement on one of the classifieds websites containing discriminatory statements stating that rental apartments would not be provided to a certain group of individuals was identified during monitoring conducted by the Ombudsman.

The Human Rights Commissioner (Ombudsman) of the Republic of Azerbaijan has appealed to the Ministry of Digital Development and Transport of the Republic of Azerbaijan in this regard.

The Ombudsman believes that the rules applied when placing advertisements on internet platforms should be consistent with the principles of human rights, equality, and non-discrimination.

The appeal highlighted the importance of strengthening control over the content of advertisements, timely identification and prevention of discriminatory statements, and the creation of accessible complaint mechanisms for users.

RƏSMİ DÖVLƏT QƏZETİ
AZƏRBAYCAN



Ombudsman receives citizens in Lankaran

The Commissioner for Human Rights (Ombudsman) of the Republic of Azerbaijan, Sabina Aliyeva, received citizens in Lankaran.
AZERTAC 's regional correspondent reports that Ombudsman Sabina Aliyeva, together with the head of the city executive authority Taleh Garashov, visited the monument to the National Leader Heydar Aliyev. Bouquets of flowers were laid in front of the monument to the Great Leader, and the dear memory of the great leader was commemorated with respect.
As part of the visit, Ombudsman Sabina Aliyeva received the applicants. During the reception, appeals were heard on various social, economic and legal issues. The appeals raised issues related to property and real estate, enforcement of court decisions, social security and disability assessment, medical assistance, employment, citizenship and other legal issues.
The Ombudsman received each applicant individually, listened to the issues raised, and provided relevant legal explanations and recommendations regarding the protection of their rights and freedoms.
It was stated that appropriate instructions have been given on issues where measures can be taken to resolve them, and that applications requiring additional investigation will be kept under control and addressed to the relevant agencies for resolution in accordance with the requirements of the legislation.
During the reception, the applicants were provided with legal advice and information about the possibilities of appealing to the Ombudsman.

AZƏRTAC



Azerbaijan represented at Second Council of Europe Business and Human Rights Forum in Strasbourg

Sabina Aliyeva, Azerbaijan's Commissioner for Human Rights (Ombudsman), participated in the Second Council of Europe Business and Human Rights Forum – BRAVE 2026 in Strasbourg, France.

The conference aimed to promote cooperation in combating forced labor and discuss innovative solutions to address this issue.

Addressing the event, Sabina Aliyeva underlined that national human rights institutions can make a significant contribution to preventing forced labor and identifying related risks at an early stage.

She emphasized that Azerbaijan has adopted the National Action Plan to Combat Human Trafficking for 2026–2030. The proposals and recommendations put forward by the Ombudsman were also taken into account in the preparation of the Action Plan.

REPORT
İNFORMASİYA AGENTLİYİ

The Ombudsman's monitoring group conducted a monitoring at a special purpose nursery school-kindergarten



Within the framework of the independent monitoring mechanism of the Ombudsman of Azerbaijan, the Ombudsman's monitoring group on the implementation of the Convention on the Rights of the Child conducted a monitoring at the special-purpose nursery-kindergarten No. 17 in Baku.

It was noted that during the monitoring carried out to assess the status of children's rights, the organization of the educational process and children's leisure time, the state of ensuring their safety, health protection, nutrition, and the conditions created in the institution were examined, and the administrative rooms of the educational institution were inspected.

During the monitoring, it was determined that, in addition to special-purpose groups, general-purpose groups also operate in special-purpose nursery-kindergarten No. 17, and it was reported that work is underway to prepare the institution's charter taking into account existing requirements.

Based on the results of the monitoring, it was determined that the provision of educational materials was carried out at the expense of the institution's resources, and that some staff units related to the provision of medical and developmental services to children were eliminated.

It was noted that in the Ombudsman's annual reports, it was proposed to add the staff of a "child psychologist" to the "Model staff of kindergartens" (Appendix No. 1) and "Model staff of kindergartens and nurseries" (Appendix No. 2), approved by the Resolution No. 61 of the Cabinet of Ministers of the Republic of Azerbaijan dated May 29, 1996, "On the Model Staff of Budget-Financed Preschool Educational Institutions".

At the end of the monitoring, a discussion was held with the institution's management on the identified issues, and relevant recommendations were made to ensure the rights and interests of children more effectively.

PRESS COVERAGE FOR THE GENERAL INSPECTION ORGANIZATION OF IRAN

خبرگزاری تسنیم

تاکید بازرسی گلستان بر شناسایی و بستن گلوگاه‌های فساد در آموزش و پرورش



به گزارش خبرگزاری تسنیم از گرگان، عبدالله آقاعلیخانی، مدیرکل بازرسی استان گلستان، در نشست مشترک با شورای معاونان اداره‌کل آموزش و پرورش استان، با اشاره به اهمیت نقش نظام تعلیم و تربیت در آینده کشور، بر ضرورت شناسایی چالش‌ها، اصلاح فرآیندها و ارتقای شفافیت اداری و مالی تأکید کرد.

در این نشست مسئولان آموزش و پرورش استان ضمن تشریح برنامه‌های اولویت‌دار، مهم‌ترین مسائل و موانع موجود در مسیر اجرای طرح‌ها و مأموریت‌های این دستگاه را ارائه کردند.

بازرس کل قضایی استان گلستان در این جلسه بر ضرورت شناسایی گلوگاه‌های فسادخیز، کاهش زمینه‌های بروز تخلف، تقویت نظارت‌های پیشگیرانه و استفاده از ظرفیت‌های نظارتی برای اصلاح فرآیندهای اداری تأکید کرد.

آقاعلیخانی همچنین خواستار پیگیری مستمر مسائل و مشکلات تا حصول نتیجه شد و اظهار کرد: اجرای عدالت آموزشی و توجه به ابعاد تربیتی و پرورشی دانش‌آموزان باید از اولویت‌های مهم آموزش و پرورش باشد.

همچنین در این نشست تاکید شد تا مسائل و آسیب‌های قابل پیگیری در حوزه آموزش و پرورش استان از طریق مراجع مربوطه به بازرسی کل استان اعلام شود تا اقدامات لازم در چارچوب وظایف نظارتی انجام گیرد.

خبرگزاری تسنیم

هشدار سازمان بازرسی درباره تأخیر در تخصیص زمین طرح جوانی جمعیت

به گزارش گروه اجتماعی خبرگزاری تسنیم، مهدی خنجری بازرس کل امور راه و شهرسازی این سازمان در نامه‌ای به رئیس بنیاد مسکن انقلاب اسلامی، نسبت به فاصله میان ظرفیت موجود اراضی روستایی و میزان تخصیص واقعی زمین به متقاضیان طرح «جوانی جمعیت» هشدار داد و خواستار اقدام فوری برای رفع این خلاء اجرایی شد.

وی در این نامه با اشاره به اینکه بنیاد مسکن متولی واگذاری اراضی روستایی به متقاضیان طرح جوانی جمعیت است، خاطر نشان کرد؛ بررسی‌های آماری از سامانه مربوطه نشان می‌دهد؛ از میان ۱۰ هزار و ۶۳۱ متقاضی که تأیید نهایی شده‌اند، تاکنون تنها به ۵ هزار و ۶۸ نفر زمین تخصیص یافته است.

خنجری در ادامه با اشاره به اینکه در حالی که بیش از ۳۰۰ هزار قطعه زمین جهت واگذاری در روستاها پیش بینی شده است، فاصله قابل توجهی میان ظرفیت موجود، تقاضای فعال و تخصیص واقعی زمین مشاهده می‌شود، تصریح کرده است: استمرار این وضعیت با اهداف کلان قانون‌گذار در حمایت از خانواده و جوانی جمعیت مغایر بوده است.

بازرس کل امور راه و شهرسازی در پایان ضمن هشدار برای جلوگیری از تأخیر در اجرای تکالیف قانونی و حمایت از اقشار آسیب‌پذیر، از رئیس بنیاد مسکن خواست تا با قید تسریع، اقدامات اصلاحی لازم را انجام داده و نتایج حاصله را به سازمان بازرسی کل کشور ارائه نماید.

دهکده آفتاب

Order for nationwide inspection to examine salaries and bonuses of loss-making state-owned companies

According to Mehr News Agency, in a meeting with a number of directors of the Inspection Organization, Asghar Jahangir explained the order of the head of the Judiciary to diagnose the situation of state-owned and state-affiliated companies and, by determining specific axes for the organization's specialized departments, emphasized precise, rapid, and result-oriented action to identify the damage and correct the current situation of these companies.

He clarified that the purpose of this mission is not simply to prepare a report on the status of the companies, but rather to identify areas of inefficiency and violations by accurately assessing their financial, managerial, and performance dimensions, and to provide an operational solution to address each one.

دهکده آفتاب

Jahangir: Inspection reports must be documented, accurate, and result-oriented

According to Mehr News Agency, Asghar Jahangir, in a gathering of managers and experts of the Legal, Public Oversight and Parliamentary Affairs Department of the General Inspectorate of the Country, emphasized the high status of the inspection matter and stated: "All of us in the Inspection Organization, regardless of our organizational title, are inspectors, and the nature of the General Inspectorate of the Country requires that we all act in this capacity and with this perspective on our supervisory missions."

The head of the General Inspection Organization of the country, stating that we should be proud of this responsibility as "inspectors", said: "Inspection and supervision are of very high importance, and this mission allows us to identify inefficient structures, processes, management, and laws and regulations and take action to correct them."

PRESS COVERAGE FOR THE MEDIATOR OF THE KINGDOM OF MOROCCO

TRENDNEWS ترند نيوز

وسيط المملكة: السينما تصوغ تمثلاتنا عن ذواتنا ومجتمعاتنا وتاريخنا



أكد وسيط المملكة، حسن طارق، اليوم الخميس بأوزود (إقليم أزيلال)، أن السينما "تصوغ تمثلاتنا عن ذواتنا ومجتمعاتنا وتاريخنا".

وأبرز طارق، خلال الدرس الافتتاحي الذي ألقاه في إطار الدورة الرابعة للمهرجان الدولي لسينما الجبل، حول موضوع "الهوية الوطنية والسرد الوطني والسينما"، بحضور سينمائيين ومخرجين وكتاب سيناريو ونقاد وصحافيين، دور الفن السابع في بناء الهوية الوطنية والسرد الوطني.

وأكد أن أهمية المهرجان تكمن في انفتاحه على "سينما الهامش"، وفي كونه لا يقتصر على العروض السينمائية العمومية وعروض المسابقة الرسمية، بل يفسح أيضا المجال للنقاشات وبرسخ تقليد الدرس الافتتاحي.

وتميزت المحاضرة بتفاعل كبير مع الحضور، حيث تناول المحاضر الموضوع من زاوية مختلفة أمام جمهور من المخرجين وكتاب السيناريو والنقاد السينمائيين والصحافيين، ما أفضى إلى نقاش غني تلاقحت خلاله وجهات نظر متعددة ومتكاملة حول هذه القضية.

ويندرج هذا الدرس الافتتاحي ضمن الشق الفكري من برنامج هذه الدورة، الذي يتضمن أيضا ندوة حول "تيمة الجبل في السرد المغربي"، وأخرى حول "دور الصناعة السينمائية في استراتيجية التنمية الترابية المندمجة".

وتعرف الدورة الرابعة للمهرجان الدولي لسينما الجبل، التي افتتحت مساء الأربعاء تحت شعار "الجبل، الارتقاء والسلام"، وتتواصل إلى غاية 6 شتنبر الجاري، مشاركة سينمائيين وفنانين وباحثين من المغرب وعدد من بلدان إفريقيا وآسيا وأوروبا وأمريكا.

كما تتميز هذه الدورة بمسابقة رسمية تضم أفلاما روائية طويلة من ثمانية بلدان، تتولى الفصل بينها لجنة تحكيم دولية يرأسها المفكر والناقد محمد نور الدين أفاية، إلى جانب تكريم عدد من رموز السينما المغربية والدولية.

وتنظم هذه التظاهرة، منذ سنة 2023، من طرف مؤسسة "صوت الجبل للتراث والتنمية المستدامة"، بهدف جعل السينما رافعة للنهوض بالمناطق الجبلية وتثمين مؤهلاتها الطبيعية والثقافية، وتكريس أوزود وجهة تتقاطع فيها الثقافة والطبيعة والفن السابع.

SNRT NEWS

مؤسسة وسيط المملكة تبرم اتفاقية شراكة لإرساء نظام التقاعد التكميلي لفائدة عامليها



جرى، اليوم الأربعاء 16 شتنبر، بمقر مؤسسة وسيط المملكة، التوقيع على اتفاقية شراكة مع الصندوق الوطني للتقاعد والتأمين (CNRA)، تهدف إلى إرساء نظام للتقاعد التكميلي لفائدة العاملين بالمؤسسة.

وجرت مراسيم التوقيع بإشراف مباشر من وسيط المملكة، حسن طارق، وبحضور ممثلي الصندوق الوطني للتقاعد والتأمين، ويتعلق الأمر بكل من مصطفى لهبوبي، المدير العام لفرع الادخار والاحتياط، ونبيل خالقي، مدير قطب التقاعد.

وفي كلمة بالمناسبة، أكد وسيط المملكة، حسن طارق، أن إطلاق هذا الورش الاجتماعي يندرج في صلب العناية بالأوضاع المادية والمعنوية للعاملين، ودعم الموارد البشرية بما يعزز استقرارهم المهني ويحفزهم على مضاعفة العطاء. كما شدد على أن النهوض بأوضاع العاملين يعد ركيزة أساسية لبناء مؤسسة قوية قادرة على أداء رسالتها بكفاءة وفعالية.

ويدخل هذا الورش في إطار تنزيل المخطط الاستراتيجي للمؤسسة (2026-2030)، كما تعد هذه الخطوة ترجمة لتوجهاته العملية الرامية إلى الارتقاء بتدبير الموارد البشرية وتحقيق أهدافه الاجتماعية.

شبكة صدى الساحل الإخبارية
Echo Coast News Network

السفير الأصبحي يلتقي وسيط المملكة المغربية لبحث تعزيز التعاون في مجال الوساطة المؤسساتية



التقى سعادة السفير عزالدين سعيد الأصبحي، سفير الجمهورية اليمنية لدى المملكة المغربية معالي الدكتور حسن طارق، وسيط المملكة، وذلك بمقر مؤسسة وسيط المملكة في الرباط، في لقاء تناول عدداً من القضايا ذات الصلة بالوساطة المؤسساتية وسبل تعزيز التعاون وتبادل الخبرات بين البلدين الشقيقين.

واستعرض اللقاء التجربة المغربية في مجال الوساطة المؤسساتية، والدور الذي تضطلع به مؤسسة وسيط المملكة في معالجة التظلمات وتسوية النزاعات الإدارية والخلافات بين الأفراد والإدارة العمومية، بما يعزز الثقة في المرفق العام، ويدعم مبادئ الحكامة الجيدة وسيادة القانون، وفقاً للمعايير والممارسات الدولية ذات الصلة.

PRESS COVERAGE FOR THE OMBUDSMAN OF THE KINGDOM OF BAHRAIN

البلاد



الأمين العام للتظلمات تستقبل وفداً من مكتب برنامج الأمم المتحدة الإنمائي (UNDP)

استقبلت سعادة السيدة غادة حميد حبيب، الأمين العام للتظلمات، صباح اليوم في مكتبها بضاحية السيف وفداً من مكتب برنامج الأمم المتحدة الإنمائي (UNDP)، بحضورالشيخ محمد بن علي آل خليفة مدير إدارة التعاون الدولي والتطوير بالأمانة العامة للتظلمات، وذلك بمناسبة مشاركة الوفد في ورشة العمل الإقليمية التي تنظمها المؤسسة الوطنية لحقوق الإنسان بالتعاون مع المنظمة العربية لتكنولوجيات الاتصال والمعلومات (AICTO) تحت عنوان: "الحوكمة المسؤولة للذكاء الاصطناعي في الدول العربية".

وخلال اللقاء، رحبت الأمين العام للتظلمات بوفد البرنامج الأممي، مشيدةً بمستوى التعاون المشترك والقائم بين مملكة البحرين ومؤسسات الأمم المتحدة في مختلف المجالات التنموية، ومؤكدةً أهمية موضوع الورشة الإقليمية في ظل التطورات المتسارعة التي تشهدها تقنيات الذكاء الاصطناعي وضرورة تأطير استخداماتها وفق مبادئ الحوكمة الرشيدة وحماية حقوق الإنسان.

وتناول الاجتماع كذلك بحث سبل تعزيز التعاون وتبادل الخبرات بين الأمانة العامة للتظلمات وبرنامج الأمم المتحدة الإنمائي، إلى جانب مناقشة أحدث الممارسات الدولية في إدماج المعايير الحقوقية والتقنية ضمن أنظمة العمل المؤسسي، وبما يسهم في دعم جهود التطوير المستمر لآليات التعامل مع التظلمات والاستفادة من الحلول الرقمية الحديثة بكفاءة واحترافية.

البلاد



فرص تدريبية لطلبة الحقوق بـ "الملكية للبنات"

استقبلت غادة حميد حبيب الأمين العام للتظلمات، أمس بمكتبها في ضاحية السيف، بحضور عدد من أعضاء الأمانة، الدكتور رياض حمزة، رئيس الجامعة الملكية للبنات، يرافقه الدكتور رائد النمر، عميد كلية الحقوق بالجامعة، وذلك خلال زيارتهما إلى الأمانة العامة للتظلمات، بهدف بحث وتعزيز أوجه التعاون والتنسيق المشترك في مجال التدريب.

وجرى خلال اللقاء بحث سبل تعزيز الشراكة بين الجامعة والأمانة العامة للتظلمات، بما يسهم في توفير فرص تدريبية متخصصة لطلبة كلية الحقوق، وإكسابهم الخبرات العملية والمهارات التطبيقية التي تتكامل مع دراستهم الأكاديمية.

وأكد الجانبان أهمية التدريب العملي في تطوير مهارات طلبة كلية الحقوق، وربط المعارف النظرية بالتطبيقات العملية في بيئة العمل المؤسسي والقانوني، إلى جانب تعريف الطلبة بطبيعة اختصاصات الأمانة العامة للتظلمات وآليات عملها في مجال حماية حقوق الأفراد وتعزيز مبادئ العدالة وسيادة القانون، كما تناول اللقاء آليات التنسيق بين الجانبين ووضع أطر للتعاون في مجال التدريب، بما يحقق الاستفادة المتبادلة ويفتح آفاقاً جديدة أمام طلبة كلية الحقوق لاكتساب الخبرة العملية والتعرف عن قرب على مجالات العمل القانوني والمؤسسي.

وتأتي هذه الزيارة في إطار حرص الأمانة العامة للتظلمات على مد جسور التعاون مع المؤسسات الأكاديمية الوطنية ومنها الجامعة الملكية للبنات، وتوفير بيئة تدريبية متخصصة تجمع بين المعرفة النظرية والتدريب العملي، بما يسهم في إعداد كوادر قانونية مؤهلة وقادرة على مواكبة متطلبات الحياة العملية.

وطن نيوز

Bahrain – The Ombudsman's Office participates in the training program "Building National Capacities in accordance with the Istanbul Protocol"

Organized by the Special Investigation Unit, entitled "Building National Capacities in Investigation and Documentation in Accordance with the Istanbul Protocol." The program, which brought together a select group of experts and specialists, reflects the Office's ongoing commitment to enhancing national competencies and developing the criminal justice and human rights system. Ghada Hamed Habib, Secretary-General of the Ombudsman's Office, attended the opening ceremony of the program, held yesterday, Tuesday, at the Institute of Judicial and Legal Studies. Also present were the Attorney General and several ministers. The event saw significant participation from representatives of national bodies related to criminal justice and law enforcement, as well as representatives from civil society organizations and specialists and professionals in the health sector. On this occasion, Ghada Hamed Habib expressed her deep appreciation for the training program, recognizing its crucial importance to the work of national bodies involved in criminal justice and law enforcement. She emphasized its role in strengthening respect for human rights within these bodies and commended the Special Investigation Unit for its outstanding contribution in organizing such specialized and vital training programs.

البلاد

The General Secretariat for Grievances receives a delegation from the Committee on Relations with the Arabian Peninsula in the European Parliament.



The Ombudsman of Bahrain received Parliament's Committee on Relations with the Arabian Peninsula (DARP), headed by His Excellency Mr. Reinhold Lopatka, on the occasion of the delegation's current visit to the Kingdom of Bahrain.

The delegation was received by Her Excellency Ms. Ghada Hameed Habib, Secretary-General of the Ombudsman's Office, and several members of the General Secretariat. Ms. Habib welcomed the delegation, noting the importance of this visit in strengthening positive communication with relevant European institutions and bodies. This visit reflects the Ombudsman's Office's commitment to enhancing its international relations, benefiting from specialized experiences and expertise, and informing stakeholders about the Office's work and its role in serving the public and promoting respect for human rights within the police and criminal justice systems.

The meeting also reviewed the cooperation between the General Secretariat for Grievances and several long-established European institutions in areas related to the work of ombudsman institutions and prison, correctional, and detention center inspection bodies. This cooperation includes the exchange of expertise and experiences with these institutions, as well as staying informed about the latest international practices and standards in this field. This contributes to the continued development of the institutional framework, enhances the efficiency of mechanisms for protecting individual rights, and reinforces the principles of justice and equity.

For his part, His Excellency the Secretary-General for Grievances emphasized to the European delegation the pioneering role of the General Secretariat for Grievances and the Commission for the Rights of Prisoners and Detainees in the region. He highlighted the institutional development and advanced practices within the national independent oversight and grievance system, which promote transparency, accountability, and respect for human rights.

PRESS COVERAGE FOR THE OMBUDSMAN OF REPUBLIC OF INDONESIA

ANTARA KANTOR BERITA INDONESIA

Ombudsman minta Kemenimipas segera lakukan evaluasi menyeluruh



Jakarta (ANTARA) - Ombudsman RI meminta Kementerian Imigrasi dan Pemasyarakatan (Kemenimipas) melakukan evaluasi menyeluruh pascatemuan fasilitas khusus berupa hunian di kompleks Lembaga Pemasyarakatan (Lapas) Kelas IIA Cibinong, Jawa Barat.

"Terhadap setiap temuan Ombudsman kami meminta Kementerian Imipas untuk segera melakukan evaluasi menyeluruh terhadap setiap bentuk penyimpangan dan pelanggaran yang terjadi," kata Anggota Ombudsman RI Syafrida Rachmawati dalam konferensi pers di kantor Ombudsman RI, Jakarta, Kamis.

Syafrida menjelaskan, evaluasi yang diminta tidak hanya di atas kertas. Tapi, terkait evaluasi pelayanan publik yang meliputi hulu dan hilirnya sehingga bisa dinikmati oleh masyarakat.

Evaluasi dimulai dari menyiapkan peraturannya, perangkat sarana dan prasarana, sumber daya manusia, evaluasi pelaksanaan tugas sesuai regulasi, fungsi pengawasan internal dalam memastikan peraturan, SOP, sarana prasarana, SDM bekerja sesuai aturan.

Imipas diminta mengevaluasi terus menerus, melakukan perbaikan terhadap kekurangan pelayanan yang diterima oleh masyarakat.

"Evaluasi yang kami maksud itu menyeluruh, dari mulai regulasi, kemudian terkait sumber daya manusia, dalam hal ini petugas-nya, kalapas-nya, pejabat-nya, itu merupakan bagian yang harus mereka evaluasi," ujarnya.

Menurut dia, jika terbukti petugas melakukan pelanggaran harus ditindak secara tegas oleh Menteri Imipas dan juga Dirjen Pemasyarakatan.

Kemudian evaluasi terkait fasilitas di dalam pemasyarakatan, apakah sudah diatur sesuai undang-undang yang berlaku.

ANTARA KANTOR BERITA INDONESIA

ORI: Penanganan kasus keracunan MBG fokus keselamatan penerima manfaat



Jakarta (ANTARA) - Ombudsman RI (ORI) menekankan penanganan kasus keracunan Makan Bergizi Gratis (MBG) harus cepat, terkoordinasi, dan berfokus pada keselamatan penerima manfaat.

Anggota Ombudsman RI Fikri Yasin mengatakan Badan Gizi Nasional (BGN) beserta perangkat BGN di tingkat regional dan pemerintah daerah wajib memastikan pemulihan korban berjalan optimal serta melakukan pembenahan mendasar pada tata kelola.

"BGN tidak boleh hanya berkomunikasi secara vertikal, tetapi harus melibatkan pemda secara intensif," ucap Fikri dalam keterangan yang dikonfirmasi di Jakarta, Kamis.

Ia menyampaikan hal tersebut mengingat bahwa Ombudsman RI menerima masukan dari berbagai pemda provinsi maupun kabupaten/kota mengenai kurangnya upaya koordinasi dari BGN kepada pemda sejak program MBG dilaksanakan.

Fikri pun menyoroti meningkatnya kasus keracunan MBG di Provinsi Sumatera Utara sehingga ORI meminta BGN untuk menindak tegas Satuan Pelayanan Pemenuhan Gizi (SPPG) yang menyebabkan keracunan.

Berdasarkan data Kantor Perwakilan Ombudsman RI Provinsi Sumatera Utara, sepanjang tahun 2026 telah terjadi empat kali peristiwa keracunan MBG dengan total 700 korban (699 siswa dan 1 guru).

ANTARA KANTOR BERITA INDONESIA

Prabowo inaugurates Nuzran Joher as Chairman of the Indonesian Ombudsman



Jakarta (ANTARA) - President Prabowo Subianto inaugurated Nuzran Joher as Chairman of the Indonesian Ombudsman and Radian Syam as a member of the Indonesian Ombudsman for the remainder of the 2026-2031 term at the State Palace, Jakarta, Thursday. Nuzran and Radian were inaugurated as stipulated in Presidential Decree Number 84P of 2026 and Number 96P of 2026 concerning the Appointment of the Chairperson and Members of the Ombudsman of the Republic of Indonesia signed by President Prabowo on September 30, 2026. Mr.Nuzran, who was previously a member of the Ombudsman for the 2026-2031 period, replaced Hery Susanto who was dishonorably discharged by the Ombudsman Ethics Council on June 8, 2026.

The Indonesian House of Representatives approved Nuzran as Chairperson of the Ombudsman in a Plenary Session on August 18, 2026. Meanwhile, Radian filled the position of an interim substitute member approved by the Indonesian House of Representatives in a Plenary Session on July 21, 2026. After taking the oath, both of them signed the minutes of the inauguration witnessed by President Prabowo, then the same minutes were also signed by the President.

On the same day, the President also inaugurated a number of ministers and deputy ministers of the Red and White Cabinet for the remaining term of 2024-2029 based on Presidential Decree Number 104P of 2026, namely Bahlil Lahadalia as Coordinating Minister for Downstream and Energy Transition, Sugiono as Coordinating Minister for Human Development and Culture, Dudung Abdurachman as Coordinating Minister for Political and Security Affairs, Arrmanatha Nasir as Minister of Foreign Affairs, and Muhammad Sarmuji as Minister of Industry.

Furthermore, Dradjad Hari Wibowo was inaugurated as Deputy Coordinating Minister for Economic Affairs, Nurkholisoh Ibnu Aman and Luky Alfirman as Deputy Ministers of Finance, Muhammad Saleh Mustafa as Deputy Minister of Agriculture, and Irwan Meilano as Deputy Minister of Forestry, Maritime Affairs and Fisheries.

Based on Presidential Decree Number 105P of 2026, the President also inaugurated General Pol. Listyo Sigit Prabowo as Chief of Presidential Staff and Commissioner General Pol. Dedy Prasetyo as Head of the National Agrarian Reform Agency.

Meanwhile, based on Presidential Decree No. 40M of 2026, the President appointed Ariyanto Wibowo as Deputy Head of the Financial and Development Supervisory Agency and Muhammad Fadhil Imran as Deputy Head of the North Java Coast Management Authority.

PRESS COVERAGE FOR THE MEDIATOR OF SENEGAL AND MEDIATOR OF DJIBOUTI



Senegal: General Delegation for Religious Affairs and Mediator of the Republic Forge New Partnership

DAKAR — In a move to strengthen institutional collaboration and social cohesion, Dr. Djim Ousmane Dramé, the Delegate General for Religious Affairs (DEGAR), paid a courtesy visit to the Mediator of the Republic, Demba Kandji. The high-level meeting laid the groundwork for a strategic partnership between the two state institutions.

During the exchange, the officials focused on how to better serve citizens across the country by pooling their resources and networks.

Dr. Dramé shared his long-term goal of decentralizing his department but noted that collaborating with the Mediator's office offers an immediate solution. "You have regional offices practically everywhere in Senegal. Our ambition is also to create regional branches. But in the meantime, we will collaborate with you," Dr. Dramé explained during the visit. He added that whenever his delegation travels to the inner regions of the country, they plan to inform and work closely with the Mediator's local representatives.

Demba Kandji, the Mediator of the Republic, warmly welcomed the initiative and pledged his institution's logistical and operational support. "We are established almost everywhere in Senegal, and we can parallelly receive your delegations, share our premises with you, and subsequently help broadcast and disseminate the message you carry," Kandji assured.

La Nation

Le Médiateur de la République participe à l'observation des élections russes



Le Médiateur de la République, M. Kassim Haroun Ali, participe actuellement en Russie à une mission internationale d'observation des élections législatives à la Douma d'État de la Fédération de Russie. La mission se déroule du 16 au 23 septembre, dans le cadre du déploiement d'observateurs internationaux mobilisés à l'occasion de ce scrutin.

La présence du Médiateur djiboutien s'inscrit dans ce dispositif international d'observation du processus électoral. Les observateurs invités sont appelés à suivre le déroulement des opérations de vote, à prendre connaissance des procédures en vigueur et à apprécier les conditions dans lesquelles se déroulent les opérations dans les bureaux de vote.

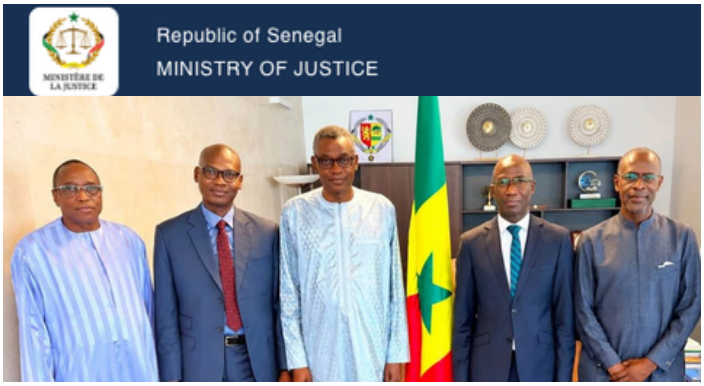
Durant son séjour, S.E.M. Kassim Haroun Ali est ainsi appelé à suivre le déroulement général du scrutin, à observer la mise en œuvre des procédures électorales et à examiner les conditions de transparence et de régularité des opérations de vote.

Les élections concernent le renouvellement de la Douma d'État, chambre basse du Parlement russe, qui compte 450 sièges. Le scrutin se déroule sur plusieurs jours, du 18 au 20 septembre, tandis que la mission internationale s'étend sur une période plus large. Selon la Commission électorale centrale russe, plus de 1 100 observateurs internationaux issus de nombreux pays participent à l'observation du scrutin.

Au-delà du suivi des opérations électorales, cette mission constitue également une occasion de renforcer les échanges institutionnels entre les participants et leurs homologues russes.

Pour le Médiateur de la République, elle offre notamment un cadre d'échanges autour des questions liées à la médiation institutionnelle, à la régulation et aux mécanismes de participation citoyenne.

La participation de l'institution djiboutienne à cette mission internationale s'inscrit ainsi dans une dynamique d'échanges et de coopération institutionnelle, en permettant à ses représentants de prendre part aux travaux d'observation et de partager leur expérience avec d'autres institutions et observateurs internationaux.



Mediation-Justice: A hearing on the protection of whistleblowers

The Minister of Justice, Keeper of the Seals, Mr. Moussa SARR, received in audience, this Thursday, September 10, 2026, a delegation from the Mediation of the Republic led by Mr. Demba Demba KANDJI, in the presence of Mr. Makhtar SAKHO and Mr. Assane NDIAYE.

The delegation congratulated the Minister and informed him of an international seminar to be held in Dakar on October 21 and 22, 2026, focusing on whistleblower reporting and protection mechanisms within the Francophone community. Organized jointly by the Association of Francophone Ombudsmen and Mediators and the International Association of Francophone Prosecutors, the seminar will be followed on October 23 by a brainstorming session between mediators and prosecutors, aimed at strengthening collaboration between the relevant institutions and culminating in the adoption of a "Dakar Declaration."

The delegation requested the Minister's support for raising awareness and mobilizing Senegalese prosecutors around this initiative.

In response, the Minister commended the Ombudsman's commitment and humanism and assured the delegation of his full support. He specifically announced the mobilization of public prosecutors to facilitate their participation in this international meeting.

The Minister finally emphasized the importance of Senegal's participation in this type of initiative, which contributes to the country's influence within regional and international institutions.

ADI AGENCE DJIBOUTIENNE D'INFORMATION

Elections à la Douma : le Médiateur de la République de Djibouti parmi les observateurs



MOSCOU, 19 septembre 2026 (#ADI) - Le Médiateur de la République de Djibouti, Kassim Haroun Ali, participe en Russie à une mission internationale d'observation des élections législatives, organisées du 16 au 23 septembre.

Les électeurs russes renouvellent la Douma, la chambre basse du Parlement, qui compte 450 sièges. Le scrutin, étalé sur plusieurs jours, mobilise des bureaux de vote sur l'ensemble du territoire.

La délégation djiboutienne s'inscrit dans un déploiement d'observateurs étrangers, invités par les autorités russes. Ces représentants d'institutions et de personnalités officielles doivent suivre le déroulement des opérations de vote, le respect des procédures électorales et la transparence dans les bureaux.

PRESS COVERAGE FOR OMBUDSMAN OF GAMBIA AND MEDIATOR OF TOGOLAISE

Médias au Bénin : conditions de travail, professionnalisation, l'UPMB porte la défense des professionnels auprès du Médiateur de la République



Les conditions d'exercice du métier de journaliste, la professionnalisation du secteur et la défense des intérêts des professionnels des médias étaient au cœur des préoccupations portées par l'UPMB auprès du Médiateur de la République. Les échanges ont également porté sur la nécessité de maintenir un dialogue régulier entre les médias et les institutions publiques.

Plusieurs préoccupations liées à l'exercice de la profession journalistique ont été exposées à Conrad Gbaguidi, Médiateur de la République par le bureau de l'Union des Professionnels des Médias du Bénin, au cours d'une audience tenue lundi 14 septembre 2026. Conduit par le président de l'UPMB, Hervé Prudence Hessou, le bureau a présenté les difficultés rencontrées par les professionnels dans l'accomplissement de leur mission d'information.

L'audience a également permis d'aborder les défis que l'organisation entend relever au cours de sa mandature. Pour l'UPMB, le dialogue avec les institutions publiques constitue un moyen de faire remonter les préoccupations du secteur et de rechercher des réponses aux difficultés qui affectent l'exercice du métier.

Groupe de presse DIFFÉRENCE
Information, télévision et radio en ligne



Médiation institutionnelle : Conrad Gbaguidi chaleureusement accueilli à Lomé par son homologue Dihèza N'na Animaou

Le Médiateur de la République du Bénin, **Conrad Gbaguidi**, est arrivé au Togo dans le cadre d'une visite de travail. Il a été chaleureusement accueilli, ce lundi 21 septembre, à Lomé, par son homologue togolais, **Dihèza N'na Animaou**, Médiateur de la République du Togo.

Cette visite de travail place les relations entre les deux institutions de médiation au cœur d'une nouvelle séquence de coopération entre le Bénin et le Togo. À son arrivée à Lomé, Conrad Gbaguidi a été reçu par Dihèza N'na Animaou, dans une atmosphère marquée par la cordialité et la proximité entre les deux responsables chargés de la médiation institutionnelle.

La TRIBUNE de la Capitale
Premier Quotidien Indépendant Paraissant à Porto-Novo

MEETING WITH THE OMBUDSMAN OF THE REPUBLIC: Conrad Gbaguidi meets with the UPMB office



The Ombudsman of the Republic, Conrad Gbaguidi, received the board of the Union of Media Professionals of Benin (UPMB) in an audience on the afternoon of Monday, September 14, 2026. This meeting provided an opportunity for both parties to discuss the concerns of the media sector and the need to maintain a constructive dialogue between the institutions of the Republic and information professionals.

During the discussions, the president of the UPMB and head of the delegation, Hervé Prudence Hessou, and the other members of the Union's executive committee present at the meeting, raised several concerns with the Ombudsman of the Republic regarding the practice of journalism in Benin. The meeting highlighted the challenges media professionals face in fulfilling their mission to inform the public. Through this meeting, the UPMB also intends to strengthen its relationships with public institutions and create more spaces for dialogue on issues related to press freedom, journalists' working conditions, and the professionalization of the sector. The numerous challenges that the current board intends to address during its term were also discussed.

PRESS COVERAGE FOR ADMINISTRATIVE CONTROL AUTHORITY OF LIBYA

بوابة الوسط
صوت ليبيا الدولي

تكالة وقادربوه يبحثان ملفات مالية ومستجدات الحسابات الختامية للدولة



بحث رئيس المجلس الأعلى للدولة، محمد تكالة، ورئيس هيئة الرقابة الإدارية، عبدالله قادربوه، مستجدات متابعة الحسابات الختامية للدولة، إلى جانب عدد من الملفات المالية والاقتصادية، وذلك خلال اجتماع عقد اليوم الإثنين بمقر ديوان المجلس في طرابلس.

متابعة الحسابات الختامية

وقالت هيئة الرقابة الإدارية، في بيان عبر صفحتها على «فيسبوك»، إن الاجتماع تناول مستجدات الأعمال الرقابية التي تضطلع بها الهيئة، ومدى التزام الجهات الخاضعة لرقابتها بالتشريعات والضوابط المنظمة للتصرف في المال العام وإدارة موارد الدولة.

وناقش الجانبان ما أُنجز في المرحلتين السابقتين من متابعة الحسابات الختامية، وسير العمل في المرحلة الثالثة التي تبدأ من العام 2021، حيث تواصل الهيئة، عبر اللجنة الوطنية لمتابعة قفل الحسابات الختامية، أعمال الحصر والتسوية والمطابقة وفحص المستندات والبيانات المالية ذات الصلة.

وأوضحت الهيئة أن هذه الأعمال تستهدف استكمال الحسابات الختامية وفق الأطر القانونية والمالية المعتمدة، وتعزيز دقة البيانات المالية وإحكام الرقابة على الإيرادات والمصروفات العامة.

بوابة الوسط
صوت ليبيا الدولي

قادربوه يبحث الاختصاصات الرقابية والتنظيمية مع هيئة سوق المال الليبية



بحث رئيس هيئة الرقابة الإدارية عبدالله قادربوه، اليوم الأربعاء، مع رئيس لجنة إدارة هيئة سوق المال الليبية أسامة الصلابي ونائبه محمود بن طاهر، الاختصاصات الرقابية والتنظيمية للهيئة وسبل تعزيز التنسيق بين الجانبين في مجال الرقابة على الأسواق المالية.

وعقد الاجتماع بمقر ديوان هيئة الرقابة الإدارية في طرابلس، بحضور رئيس قسم التفتيش بالهيئة محمد الشرقاوي، وتناول دور هيئة سوق المال في الإشراف على الأسواق المالية والأدوات والأنشطة المالية غير المصرفية، ومتابعة الجهات العاملة في هذا المجال.

كما ناقش الاجتماع سبل تعزيز الالتزام بالتشريعات واللوائح المنظمة، بما يدعم مبادئ الشفافية والإفصاح والحوكمة، ويسهم في حماية المستثمرين والمتعاملين.

بوابة الوسط
صوت ليبيا الدولي

بينها وضع 500 شركة بالقائمة السوداء.. 3 ملفات في مشاورات قادربوه مع تنتوش والبرعصي



بحث رئيس هيئة الرقابة الإدارية، عبدالله قادربوه، مع رئيسي لجنة المالية والموازنة والتخطيط بمجلس النواب، عمر تنتوش، واللجنة المالية بالمجلس الأعلى للدولة، مرعي البرعصي، ورئيس لجنة متابعة إقفال الحسابات الختامية للدولة علي منصور استكمال الحسابات الختامية، ومستجدات الاقتصاد والنفط وملف وضع 500 شركة بالقائمة السوداء للهيئة.

وقالت الرقابة الإدارية في بيان، إن الاجتماع ناقش ما أُنجز خلال المرحلتين السابقتين في سير العمل في ملف الحسابات الختامية، ومستجدات المرحلة الثالثة الجاري العمل عليها، والتي تبدأ من العام 2021، بما يسهم في إظهار المركز المالي للدولة بصورة أدق، وحصر مواردها وأوجه إنفاقها والتزاماتها، ودعم التحقق من سلامة التصرفات المالية ومدى توافقها مع التشريعات والضوابط المنظمة.

كما تطرق الاجتماع إلى أداء المؤسسة الوطنية للنفط، ومستوى إيرادات قطاع النفط، ومؤشرات الإنتاج والإيرادات النفطية، ومدى انعكاسها على الوضع المالي والاقتصادي للدولة، والملاحظات المقيدة حيالها.

بوابة الوسط
صوت ليبيا الدولي

خمسة مطالب للنقابات الصحية خلال اجتماعها مع قادربوه



استعرض ممثلو عدد من النقابات والاتحادات المهنية والعاملين في قطاع الصحة خمسة مطالب رئيسية تتعلق بتحسين أوضاع العاملين والارتقاء بالخدمات الصحية، وذلك خلال لقائهم جمعهم مع رئيس هيئة الرقابة الإدارية عبدالله قادربوه، بمقر الهيئة في طرابلس، خُصص للاستماع إلى أسباب الاعتصام والتحديات التي تواجه القطاع.

PRESS COVERAGE FOR JORDANIAN INTEGRITY AND ANTI-CORRUPTION COMMISSION

THE JORDAN TIMES

Prime minister receives JIACC's 2025 annual report



AMMAN — Prime Minister Jafar Hassan on Tuesday praised the efforts of the Jordan Integrity and Anti-Corruption Commission (JIACC) in enhancing the national integrity framework and safeguarding public funds, affirming full government support within the rule of law.

Hassan made the remarks upon receiving the JIACC's annual report for 2025 from Chairman of the Commission's Board Hazem Majali, according to a Prime Ministry statement.

The prime minister reiterated government backing for the implementation of the National Strategy for Integrity and Anti-Corruption 2026–2030, launched by the commission late 2025.

Majali outlined the main findings of the 2025 report, highlighting ongoing efforts to enhance integrity, build trust in national institutions, and foster an investment-friendly environment.

He noted that the commission's measures contributed to recovering and preventing the loss of approximately JD79 million in public funds during 2025.

The meeting was attended by Minister of State for Prime Ministry Affairs Abdul Latif Najdawi and members of the JIACC board.

بترا Petra
وكالة الأنباء الأردنية
Jordan News Agency

JIACC, Transparency International delegation talk integrity reform



Amman, Sept. 9 (Petra) - Integrity and Anti-Corruption Commission (JIACC) Chairman Hazem Majali voiced on Wednesday Jordan's commitment to bolstering its anti-corruption system during talks with Transparency International (TI) leaders in Amman.

Majali made his remarks during a meeting with Transparency International Board Chair François Valérian and Abeer Mdanat, executive director of Rasheed for Integrity and Transparency.

Describing anti-corruption as a "joint responsibility," Majali lauded joint efforts with Rasheed for Integrity and Transparency, expressing interest in tapping TI's global expertise to drive national reforms.

Commending the joint effort, TI Board Chair François Valérian called the relations between Transparency International, Rasheed, and the JIACC a "regional benchmark" for sustaining governance projects through public-civil partnerships.

Rasheed's Executive Director Abeer Mdanat outlined plans to roll out the second phase of performance indicators under the national integrity roadmap, focusing on anti-money laundering measures for financial institutions and beneficial ownership disclosures to safeguard the economy and foster a transparent investment environment.

وكالة هوا الأردن الإخبارية
عين الناس على الحقيقة

رئيس هيئة "النزاهة": الاستراتيجية الوطنية للنزاهة رؤية ملكية تُكرّس سيادة القانون



- أكد رئيس مجلس هيئة النزاهة ومكافحة الفساد، حازم المجالي، أهمية دعم الجهد العربي المشترك والمبادرات الرامية إلى تعزيز المساءلة والشفافية، واستكشاف سبل تطوير منهجيات موضوعية لقياس الفساد وتفعيل أطر مكافحته، لما لذلك من تأثير مباشر في رفع كفاءة النظم الوطنية وتمكين الدول من مواجهة الفساد بفعالية أكبر. وقال المجالي، في كلمة ألقاها في الدورة السادسة لمؤتمر الدول الأطراف في الاتفاقية العربية لمكافحة الفساد التي تلتئم حالياً في العاصمة القطرية، الدوحة، إن هيئة النزاهة ومكافحة الفساد في المملكة الأردنيّة الهاشميّة تمضي بخطى موزونة رشيدة نحو ترسيخ دعائم المنظومة الوطنية للنزاهة المستندة إلى رؤية استراتيجية تحظى برعاية ملكية سامية، ساهمت في تكريس قيم النزاهة في مؤسسات الإدارة العامة وعززت التزامًا مؤسسيًا بمبدأ سيادة القانون والحوكمة الرشيدة. وبيّن أنّ الهيئة عملت على بناء ثقافة مؤسسية راسخة لدى موظفي القطاع العام في المملكة، عمادها الانضباط والشفافية والمسؤولية ، مما أفضى إلى رفع كفاءة الأداء وعظّم ثقة المواطن بمؤسسات الدولة، علاوة على تواصل عملها في محور إنفاذ القانون وملاحقة جرائم الفساد بالتعاون مع السلطة القضائية. كما بيّن المجالي إن مؤشر النزاهة الوطني الذي أطلقته الهيئة كأحد المبادرات الرياديّة، غدا أداة مرجعية لقياس مدى التزام المؤسسات العامة بمعايير النزاهة الوطنية، وأسهم في إرساء بيئة تنافسية إيجابية بين مؤسسات الدولة، ورفع مستوى الأداء جودةً وخدمةً، فضلاً عن دوره في تشخيص مواطن الخلل وتوجيه مسارات الإصلاح، ليكون منصة وطنية جامعة لتشخيص الفجوات وتصويب الأخطاء

PRESS COVERAGE FOR FEDERAL OMBUDSMAN OF PAKISTAN

DIGITAL Associated Press of Pakistan

Ombudsman Provides Rs1.278 Million Family Pension Relief In MEPCO, FESCO Cases

FAISALABAD, (APP - UrduPoint / Pakistan Point News - 11th Sep, 2026) Regional Office of Wafaqi Mohtasib (Federal Ombudsman) Faisalabad has provided a total relief of Rs1.278 million to citizens in two family pension cases of Multan Electric Power Company (MEPCO) and Faisalabad Electric Supply Company (FESCO).

According to a spokesperson of ombudsman office, the Regional Office took prompt action on the complaints filed by citizens and through coordination with the concerned federal organizations, it succeeded in resolving their long-pending family pension issues.

In the MEPCO-related case, relief of Rs 278,000 was secured for the complainant in the form of outstanding dues, while a citizen in the FESCO case was provided relief of Rs 1 million.

The proceedings were conducted under the supervision of Advisor Incharge Shahid Hussain Jilani and the leadership of Deputy Registrar Yasir Shabbir Malik who coordinated with the relevant authorities to ensure that the complainants received their legitimate financial entitlements.

Asian Ombudsman Association

PAK ENVOYS-DESIGNATE TO LIBYA AND GERMANY CALL ON FEDERAL OMBUDSMAN OF PAKISTAN



The Pakistan Ambassador-designate to Libya, Maj.Gen.(Retd) Mumtaz Hussain and Head of Mission-designate to Frankfurt, Germany, Mr. Ali Anser Zaidi called on the Wafaqi Mohtasib (Federal Ombudsman), Mr. Naveed Kamran Baloch separately at the Wafaqi Mohtasib Office and exchanged views with them regarding their new diplomatic assignments. The Mohtasib urged them to accord priority to promoting welfare of the Pakistani community in their respective countries.

He emphasised the need for placing greater focus on promoting the welfare and wellbeing of the Pakistani community in both the countries as well as to invest efforts in expanding Pakistan's trade and economic relations with them. 'Expansion in trade and economic relations would lead to further consolidation of relations between the two countries', he added. He also apprised the Envoys-designate of the various initiatives undertaken by his Office for prompt redressal of the complaints lodged by the Overseas Pakistanis. Mr. Baloch wished the Envoys-designate all success in their new assignments.

The meetings took place as a follow-up of the decisions taken during the recent visit of Foreign Secretary to the Office of the Wafaqi Mohtasib that took place in June, 2026. During the meeting as reported in the August issue of the AOA's Newsletter, it was agreed that the future Ambassador/Envoys-designate would call on the Wafaqi Mohtasib before assuming their respective assignments abroad with a view to enhancing cooperation between Office of the Wafaqi Mohtasib and Pakistan Missions abroad for redressal of complaints of the Overseas Pakistanis.

DIGITAL Associated Press of Pakistan

Widow Receives Rs 581,000 Insurance Claim After Wafaqi Mohtasib Intervention

ABBOTTABAD, (APP - UrduPoint / Pakistan Point News - 21st Sep, 2026) A widow from Abbottabad district has received a cheque of Rs 581,000 from the State Life Insurance Corporation following intervention by the Regional Office of the Wafaqi Mohtasib (Federal Ombudsman) in Abbottabad.

According to details, the woman's husband, who was a policyholder, died in an accident.Despite submitting all required documents, the payment of her insurance claim was delayed for nearly a year.

She approached the Regional Office of the Wafaqi Mohtasib in Abbottabad seeking redressal of her grievance. During the proceedings, the relevant record and reports were examined, and the case was decided in her favour. Following the decision, State Life Insurance Corporation issued the widow a cheque of Rs 581,000.The applicant expressed gratitude to Federal Ombudsman Naveed Kamran Baloch and In-charge Regional Office Abbottabad Rashid Ahmed for resolving her grievance and ensuring implementation of the decision.

INTERNATIONAL THE NEWS PAKISTAN

Wafaqi Mohtasib submits annual report to president



ISLAMABAD: Wafaqi Mohtasib Naveed Kamran Baloch on Thursday called on President Asif Ali Zardari at the Aiwan-e-Sadr and presented the Annual Report for 2025.

The Wafaqi Mohtasib briefed the president on the institution's performance and measures to improve public access to administrative justice, including redressing of a record 261,101 complaints in 2025, compared with 223,198 in 2024, with an implementation rate of 96.8%.

He highlighted the expansion of its presence to 28 cities and One Window Facilitation Desks for Overseas Pakistanis at international airports, noting that nearly 88% of complaints were disposed of within the statutory 60-day time period.

The president commended the performance of the Wafaqi Mohtasib, saying that the institution is rendering a useful service to people. He underscored the need to project its activities, particularly its efforts for speedy resolution of public complaints, so that a greater number of people could benefit from its services.

PRESS COVERAGE FOR FEDERAL OMBUDSPERSON OF PAKISTAN FOR PROTECTION AGAINST HARASSMENT

BUSINESS RECORDER
Founded by M.A. Zaberi

Need stressed to make workplaces safer workplaces for women

KARACHI: Pakistan's top anti-harassment body on Tuesday called for greater efforts to make workplaces safer for women.

?Federal Ombudsperson for Protection Against Harassment (FOSPAH) Chairperson Fauzia Viqar made the remarks at an awareness seminar on workplace harassment at the National Institute of Public Administration (NIPA) here on Tuesday.

She said attitudes towards gender equality were gradually changing, but harassment continued to reflect a culture of impunity and deep-rooted inequality.

?Pakistan has made progress in improving women's access to education, Fauzia Viqar noted; however their participation in the workforce remained below 25 percent.

?She said the low participation rate did not reflect a lack of willingness among women to work but was linked largely to the absence of safe and enabling working environments.

??FOSPAH Regional Head Sabika Shah briefed participants on the legal framework governing workplace harassment and the mechanisms available for filing complaints.

BUSINESS RECORDER
Founded by M.A. Zaberi

Dr Ayesha harassment case: NA body upholds FOSPAH ruling

ISLAMABAD: The 14th meeting of the National Assembly Standing Committee on Human Rights was co-chaired Monday at Parliament House by Barrister Danyal Chaudhry, Parliamentary Secretary for Information and Broadcasting, alongside the Committee Chairperson.

In a significant development, the Committee unanimously resolved to uphold the ruling of the Federal Ombudsman for Protection Against Harassment (FOSPAH) in the Dr. Ayesha harassment case, sending a clear and unambiguous message that workplace harassment in any form is unacceptable and will be dealt with strictly.

The Committee's resolve follows President Asif Ali Zardari's recent endorsement of Dr. Shahzad Ali Khan's dismissal as former Vice Chancellor of the Health Services Academy over sexual harassment and assault charges involving a junior female officer. The Presidency, while rejecting Dr. Shahzad's appeal, noted that he had abused his authority and fostered a hostile work environment, thereby validating the FOSPAH decision and upholding the termination order.

APP DIGITAL
Associated Press of Pakistan

FOSPAH hosts seminar on "Harassment at Workplace"

KARACHI, Sep 02 (APP):Federal Ombudsperson for Protection Against Harassment of Women at the Workplace (FOSPAH) Ms. Fauzia Viqar on Wednesday chaired an awareness seminar on "Harassment at Workplace" at the FAST National University of Computer and Emerging Sciences (NUCES), main campus Karachi on Wednesday..

She said that we have spread the message that harassment is a crime in the workplace. The Law related to Harassment was introduced in 2010, which not only prohibits sexual harassment, but also prohibits all kinds of behavior, such as belittling or biasing a particular gender. She added, so, harassment has been prohibited, and we are taking this message to the stakeholders, that if this is done, there will be severe punishments for it, from minor to major. In major penalties, dismissing a job means that the culprits can never get a job in that institution again, and in all its attached institutions. There is also a penalty of compulsory retirement, she said.

Talking about penalties, Ms. Fauzia Viqar said that those women who work for themselves, their licenses can be cancelled, and they can also be fined. It is very important to inform FOSPAH about these things, so that we do not only file complaints against such cases, but also reach out to people, so that these mistakes do not happen again. If people do not make such mistakes, or if they think that the law will not punish for it, and not only raise their voices against harassment, but also help each other, she advised. She said that harassment is not the fault of the person who has been harassed, it is the fault of the person who is doing it. There should be a policy of zero tolerance in institutions, that is, action should be taken against it immediately, so that the message is conveyed, that especially women, who are almost half of the population, should not only get a safe job, they should be protected there, but they should also get equal opportunities, where they can work as equal citizens, as equal human beings, and get equal opportunities.

Ms. Fauzia Viqar pointed out that according to the law, it is necessary to have an inquiry committee in every institution after 2010. She said that our institution does regular monitoring, and committees are made, especially in government institutions, committees are made everywhere. But because of the transfer/posting of people, committees have to be reconstituted many times, they have to be made again.

PRESS COVERAGE FOR FEDERAL TAX OMBUDSMAN OF PAKISTAN

BUSINESS RECORDER
Founded by M.A. Zuberi

FTO's orders: President dismisses 2 sets of representations by FBR

ISLAMABAD: President Asif Ali Zardari has dismissed two sets of representations filed by the Federal Board of Revenue (FBR) against orders of the Federal Tax Ombudsman (FTO) that safeguard the classified and confidential financial data of citizens, upholding the FTO's findings of maladministration in their entirety.

In a landmark order, the President of Pakistan has affirmed taxpayers' constitutional right to fiscal privacy. Tax lawyer, Waheed Shahzad Butt who is representing the taxpayers before FTO and President told this correspondence that two orders arise out of six identical complaints filed by six family members against a senior tax employee posted as Additional Commissioner Inland Revenue, over the unauthorized disclosure of their confidential, classified and critical infrastructure, without any lawful authority but in worst contradiction of protection provided under Section 216 of the ITO, 2001.

While the FTO's original order dated 15.04.2026 had found no maladministration treating the cross-insertion of data as internal administrative analysis among related taxpayers, the complainants pursued a review. In its Order-in-Review dated, the FTO reversed course, holding categorically that the confidential tax information of one taxpayer ought never to have been expressly reproduced or incorporated into the assessment order of another taxpayer, and that such material should instead have been utilized "in confidence for official purposes" only. The Chief Commissioner was directed to personally examine the matter, issue corrective directions: Waheed added. On June 29, 2026, disposing of a rectification petition, the FTO made this relief fully effective, directing FBR to examine every assessment order identified in the review and ensure that the petitioners' confidential information is "no longer disclosed or made accessible to any person not lawfully entitled to receive such information," with compliance to be reported within thirty days. FBR challenged both orders before the President contending that the FTO had no jurisdiction to review its own review order, and that cross-referencing wealth accretion among related family taxpayers under Sections 85, 108 and 109 of the ITO, 2001 was legally necessary to establish the true nature of income.

Both representations were heard together by the President. WaqasHanif appeared for FBR, while Dr. Usman along with WaheedShahzad Butt and AzharShafiqManj (CFO), appeared for the respondents. Rejecting FBR's stance, the President observed that "notwithstanding the merits of departmental argument, it would have been more appropriate if the said information had been utilized in confidentiality to the extent of official record of the taxpayers rather than being expressly incorporated into the assessment orders of associate taxpayers." The order further held that every taxpayer, "regardless of his relationship," is legally entitled to have his return examined strictly on its own merits, and found "no infirmity" in the FTO's decision. Both representations were accordingly dismissed, and the FTO's orders upheld in their entirety.

BUSINESS RECORDER
Founded by M.A. Zuberi

RTO delayed lawful income tax refund: FTO

ISLAMABAD: The Federal Tax Ombudsman (FTO) has held that Regional Tax Office (RTO), Rawalpindi, committed maladministration by unnecessarily delaying a lawful income tax refund for over 21 months, despite the underlying tax demand having already been quashed by the Lahore High Court, Rawalpindi Bench.

In its landmark order, the FTO noted that funds had been coercively recovered from the taxpayer through bank attachment for Tax Year 2017 on the strength of a demand later annulled ab initio by the High Court vide judgment dated 13.11.2024.
The recovered amount, the FTO held, became immediately refundable in consequence of that judgment.

Significantly, the FTO rejected the department's defence that a fresh refund application under Section 170 of the Income Tax Ordinance, 2001, was a precondition for release of the amount, terming the plea "legally misconceived".

The order clarifies that once a High Court grants direct relief, the department is obligated to implement the appeal effect and issue the consequential refund and statutory compensation on its own, without compelling the taxpayer to file repetitive applications.

Terming the prolonged withholding of the refund a manifestation of "delay, inaction, and ineptitude", the Ombudsman ruled it maladministration under Section 2(3)(ii) of the FTO Ordinance, 2000, and directed the FBR to have the Commissioner release the refund along with statutory compensation under Section 171 of the Ordinance and report compliance within 30 days.

PRESS COVERAGE FOR PAKISTAN'S PROVINCIAL OMBUDSMAN OF PUNJAB

Daily Times
Your right to know Monday, October 12, 2026

Punjab ombudsman marks 30 years of public service with int'l conference



The Office of the Ombudsman Punjab on Wednesday held the opening ceremony of its international conference in Lahore to mark 30 years of its service to the citizens of Punjab.
The three-day conference, being held at the Pearl Continental Hotel, Lahore, formally begins on Thursday, October 8, under the theme "Role of Ombudsman Institutions in Strengthening Accountability, Governance, and Citizens' Rights."

The event has brought together Ombudsman leaders, representatives of international institutions and delegates from different parts of the world to discuss the evolving role of independent oversight institutions in promoting accountability, good governance and protection of citizens' rights.

Delegates from Papua New Guinea, South Africa, West Cameroon, Zambia, Azerbaijan, Russia, Mauritius, Cameroon's North-West Region, Nigeria, Switzerland, Italy, Ukraine, Andorra, Türkiye, Kyrgyz Republic, Macao, Bahrain, Timor-Leste and the Philippines are participating in the conference.

In her opening remarks, Ombudsman Punjab Ayesha Hamid welcomed the international delegates and guests and acknowledged the efforts of the team of the Office of the Ombudsman Punjab in organising the conference. Federal Ombudsman Pakistan Naveed Kamran Baloch, along with Aneeta Ghoorah of Mauritius, Sharof Azizov of Switzerland and Sergey Buberkin of the Russian Federation, also addressed the opening ceremony.

Held under the banner "A Milestone. A Shared Journey. A Global Gathering," the conference marks three decades of the Ombudsman Punjab's institutional journey and highlights its growing engagement with the international ombudsman community. The conference will provide an opportunity for participating institutions to exchange experiences, share best practices and strengthen cooperation in addressing maladministration, promoting accountable governance and ensuring effective protection of citizens' rights. The Office of the Ombudsman Punjab is an independent institution mandated to provide citizens with a forum for redress against maladministration and to promote accountability, transparency and good governance in public institutions.

Daily Times
Your right to know Monday, October 12, 2026

Marriyum lauds ombudsman for promoting citizen-centric governance

The Office of the Ombudsman Punjab on Thursday hosted its 30th Anniversary International Conference here, bringing together ombudsmen, human rights officials and other representatives from different parts of the world to deliberate on strengthening accountability, good governance and citizens' rights.
Held at the Pearl Continental Hotel, Lahore, the conference was themed "Role of Ombudsman Institutions in Strengthening Accountability, Governance, and Citizens' Rights." Delegates from Papua New Guinea, South Africa, West Cameroon, Zambia, Azerbaijan, Russia, Mauritius, Cameroon's North-West Region, Nigeria, Switzerland, Italy, Ukraine, Andorra, Türkiye, the Kyrgyz Republic, Macao, Bahrain, Timor-Leste and the Philippines participated in the international gathering.

Addressing the conference as chief guest, Punjab Senior Minister Marriyum Aurangzeb thanked the foreign delegates for attending the event and appreciated the Ombudsman Punjab's efforts towards promoting citizen-centric governance and institutional reforms. She said the Ombudsman Punjab had transformed the institution into a digital and merit-based organisation and had played an important role in bridging the gap between citizens and the state. The minister also appreciated the office's performance in disposing of public complaints and invited the visiting delegates and their families to Lahore for the Basant festival in March next year.

Ombudsman Punjab office marks 30 years of service

INTERNATIONAL THE NEWS PAKISTAN

LAHORE:The Office of the Ombudsman Punjab on Thursday hosted its 30th anniversary international conference here, bringing together ombudsmen, human rights officials and other representatives from different parts of the world to deliberate on strengthening accountability, good governance and citizens' rights. Held at the Pearl Continental, Lahore, the conference was themed 'Role of Ombudsman institutions in strengthening accountability, governance, and citizens' rights.' Delegates from Papua New Guinea, South Africa, West Cameroon, Zambia, Azerbaijan, Russia, Mauritius, Cameroon's North-West Region, Nigeria, Switzerland, Italy, Ukraine, Andorra, Türkiye, the Kyrgyz Republic, Macao, Bahrain, Timor-Leste and the Philippines participated in the international gathering. Addressing the conference as chief guest, Punjab Senior Minister Marriyum Aurangzeb thanked the foreign delegates for attending the event and appreciated the Ombudsman Punjab's efforts towards promoting citizen-centric governance and institutional reforms. She said the Ombudsman Punjab had transformed the institution into a digital and merit-based organisation and had played an important role in bridging the gap between citizens and the state.

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

APP
ASSOCIATED PRESS OF PAKISTAN

KP allocates Rs200m to modernize Ombudsperson, strengthen women's access to justice

PESHAWAR, Sep 15 (APP):The Khyber Pakhtunkhwa government has approved a Rs200 million PC-I for the "Institutional Strengthening and Digital Transformation of the Provincial Ombudsperson Secretariat (Khatoon Mohtasib)," under the Annual Development Programme (ADP) 2026-27.

The initiative aims to modernize the Secretariat through digital case management, data-driven governance, institutional capacity building and improved public access to services, making the system more transparent, responsive, accountable and efficient.

According to an official press release issued here on Tuesday, the project reflects the provincial government's commitment to protecting women's rights, ensuring dignity, improving access to justice and strengthening enforcement of laws related to workplace harassment and women's property rights. Principal Advisor of the Ombudsperson Secretariat, Muhammad Abbas Khan, said the Rs200 million allocation was not merely a development project but a strategic investment in strengthening the institutional framework for women's rights and access to justice. He said the initiative would help build a modern, accessible and accountable system that would enhance protection of women's rights and promote their empowerment across the province.

DAWN

Safe environment for women at workplaces stressed

CHARSADDA: Speakers at an awareness session here on Thursday highlighted the importance of creating a safe, respectful and conducive environment for women at workplaces and educational institutions. They were speaking at the awareness session on workplace harassment and women's legal and property rights. The session was organised under the directives of the provincial government.

Provincial ombudsperson Rubab Mehdi attended the session as the chief guest. The participants were also sensitised to the legal mechanisms available to women in cases involving workplace harassment and property-related rights. The session emphasised that awareness about legal rights was essential for enabling women to seek appropriate remedies when their rights were violated.

The role of government departments, educational institutions, law-enforcement agencies and other relevant bodies in ensuring protection of women's rights also came under discussion. The speakers called for greater coordination among these institutions to improve awareness and facilitate access to complaint and redress mechanisms.

THE EXPRESS TRIBUNE

Women Chamber aims to boost business growth

The Faisalabad Women Chamber of Commerce and Industry (FWCCI) has approved the establishment of a board of management to strengthen institutional oversight and accelerate its ongoing and planned initiatives for women's empowerment, business development and export promotion.
FPCCI Vice President Qurrat-ul-Ain, speaking as chief guest at the FWCCI Annual General Meeting, said the proposed board would provide an institutional mechanism for expediting the chamber's projects and future initiatives. She highlighted FWCCI's progress since its establishment in 2017, particularly the launch of Pakistan's first Women Business Incubation Centre in 2021, which was upgraded into a Women Resource Centre in 2023. In 2024, the chamber established the Pakistan Women Export Facilitation Centre (PWEFC) to help women entrepreneurs access international markets and develop export-oriented businesses.

Qurrat-ul-Ain said efforts were also underway to acquire 100 acres of land at the Faisalabad Industrial Estate Development and Management Company (FIEDMC) for a proposed Women Entrepreneurs Enclave. Separately, efforts were being made to secure two acres at FIEDMC for a dedicated building for PWEFC and FWCCI. She paid tribute to founding president Rubina Amjad for her contribution to establishing and developing the chamber and urged members to support newly elected President Kanwal Saeed and her team. Outgoing President Shahida Aftab presented an overview of the chamber's achievements during her tenure and thanked the executive committee and members for their cooperation.

Taking charge for the 2026-28 term, Kanwal Saeed said her leadership would focus on addressing internal and external challenges, improving communication with members, strengthening trust and participation, and enhancing financial discipline.She said the FWCCI should demonstrate clear value to its members by highlighting the opportunities, services and benefits that could stem from active participation rather than relying solely on membership contributions. Newly elected Senior Vice President Samia Tahir and Vice President Dr Sania Arshad also addressed the AGM, while Punjab Provincial Ombudsperson Dr Najma Afzal attended as special guest.

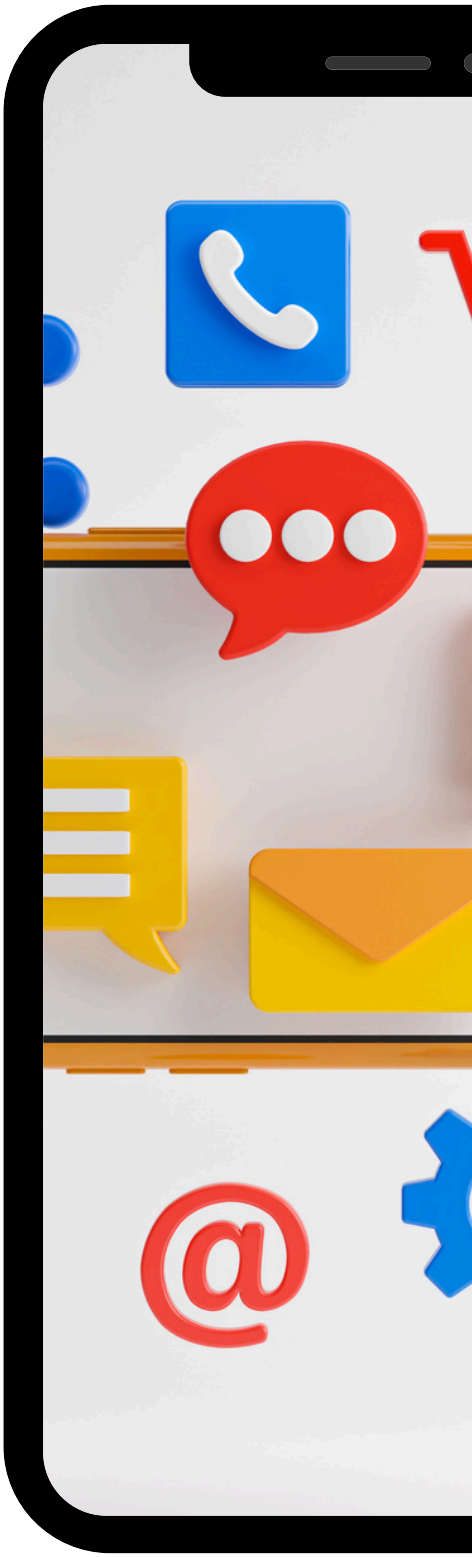
Founding president Rubina Amjad congratulated the newly elected office-bearers and executive committee, while outgoing Vice President Maimoona Imran conducted the AGM proceedings, which were attended by a large number of FWCCI members.

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