



المعرض الدولي للمنظمات التي تتعامل مع المظالم

International Ombud Expo

Exposition Internationale de Médiateurs

Exposición Internacional del Defensor de los Derechos Humanos

Exposição Internacional de Provedor de Justiça

政府控制和上诉机构展览

ABUJA 2019

INTERNATIONAL OMBUD EXPO

28TH – 31ST OCTOBER, 2019



Programme of Events

Theme:

**EXTENDING THE OMBUD FRONTIERS:
BETTER GOVERNANCE,
ENHANCED PERFORMANCE**

Venue:

Sheraton Hotel, Abuja

www.internationalombudexpo.com



المعرض الدولي للمنظمات التي تتعامل مع المظالم
International Ombud Expo
Exposition Internationale de Médiateurs
Exposición Internacional del Defensor de los Derechos Humanos
Exposição Internacional de Provedor de Justiça
政府控制和上诉机构展览
ABUJA 2019

INTERNATIONAL OMBUD EXPO

28TH – 31ST OCTOBER, 2019

PARTNERS



مركز بحوث الرقابة الأفريقي
African Ombudsman Research Centre
Centre de Recherche des Ombudsmen Africains
Centro de Investigação da Provedoria de Justiça Africana



The Commonwealth

FEDERAL GOVERNMENT OF NIGERIA | PUBLIC COMPLAINTS COMMISSION | FEDERAL CAPITAL TERRITORY ADMINISTRATION
CARIBBEAN OMBUDSMAN ASSOCIATION | INTERNATIONAL OMBUDSMAN INSTITUTE | OMBUDSMAN BERMUDA
PUBLIC PROTECTOR, SOUTH AFRICA | AFRICAN OMBUDSMAN RESEARCH CENTER | UNITED NATIONS
THE COMMONWEALTH | GOVERNANCE AND MANAGEMENT SERVICES INTERNATIONAL

Monday
28th October, 2019

10:00 am - 11:30 am

**FINAL REGISTRATION
AND ACCREDITATION**

Venue: Sheraton Hotel

9:00 am

17TH AOMA EXCO MEETING

Venue: NICON Luxury Hotel

FREE EVENING

Tuesday
29th October, 2019

9:30am

Guests arrive: Ceremonial Guard of Honour

10:00 am - 11:30 am

**OFFICIAL OPENING OF
EXHIBITION**

National Anthem

Welcome Address

Chille Wanger Igbawua, Esq
Hon Chief Public Complaints
Commissioner,
Federal Republic of Nigeria

Introduction to IOE 2019

Prof Victor Ayeni,
Director, Governance and
Management Services International,
UK (GMSI)

Goodwill Messages

- Ambassador Inger Ultvedt,
Swedish Embassy in Nigeria
- Commonwealth Secretariat,
London
- Mr Peter Tyndall, President,
International Ombudsman
Institute and Ombudsman and
Information Commissioner for
Ireland
- Rob Behrens, Parliamentary and
Health Services Ombudsman of
the United Kingdom
- Adv Bience Gawanas, United
Nations Under-Secretary General
And Special Adviser on Africa



**Tuesday
29th October, 2019**

Special Message

by Muhammad Musa Bello,
Minister of the Federal Capital
Territory

Official Opening Address by Special Guest of Honour

Prof Yemi Osinbajo, SAN
Vice-President of the Federal
Republic of Nigeria

Vote of Thanks

Adv Busisiwe Mkhwebane, Public
Protector of South Africa

- Announcements

- Official Exhibition Photograph



11:30 am - 02:00 pm

CEREMONIAL TOUR OF EXHIBITION

(For Special Guest of Honour and
Invited Dignitaries)

LUNCHTIME

02:00 pm - 05:00 pm

EXHIBITION COMMENCES

OPENING PLENARY SESSION

Introduction to Session: IOE Lead

Theme: *Exploring the Grounds,
Extending the Frontiers*

Chair: Justice Florence Mumba
Judge at the Extra-Ordinary
Chambers in the Courts of
Cambodia

SPEAKERS

*Why Effective Complaints Handling
Matters in Delivering Good Public
Administration*

Victoria Pearman
Ombudsman of Bermuda

*The Expanding Role and Influence of
the Ombudsman - Issues,
Challenges and Prospects*

Hon Augustine Makgonatsotlhe
Ombudsman of Botswana

*The Ombudsman in Latin America -
Adaptation and Perspectives of a
Changing Institution*

Alba M. T. Martijn
Former Ombudsman of Curacao
& Former President of CAROA

*Le rôle croissant et l'influence de
l'Ombudsman - Enjeux, défis et
perspectives*

Edouard Nduwimana
L'Ombudsman du Burundi

Tuesday
29th October, 2019

07:00 pm - 10:00 pm

WELCOME COCKTAIL

Venue: Sheraton Hotel

Special Guest of Honour:

Rt. Hon. Femi Gbajabiamila,
Speaker of House of Representative
of Nigeria

Special Guests

Mr Ibrahim Magu,
Acting Chairman,
Economic and Financial Crimes
Commission of Nigeria

Prof Bolaji Owasanoye,
Chairman, Independent Corrupt
Practices and Commission

Justice Florence Mumba
Judge at the Extra-Ordinary
Chambers in the Courts of
Cambodia

Wednesday
30th October, 2019

9:15 am

*Ceremonial Guard of Honour for
Women Leaders*

9:30 am - 12:30 pm

**EXHIBITION
CONTINUES &
EXHIBITION OF
WOMEN LEADERS**

SPECIAL EXPO EVENT

**Introduction to Session:
IOE Lead**

Eulogy: Celebrating Women
Leaders

Chille Wanger Igbawua, Esq
Hon Chief Public Complaints
Commissioner of Nigeria

Theme: *Women Leaders in
Ombudsman and Oversight
Institutions*

Chair: Dame Pauline Tallen,
Minister of Women Affairs,
Federal Republic of Nigeria

Video Message

*Women and the Ombudsman
Institution - Reflections on their
Contributions and Impact*

Diane D Welborn
First Vice President
International Ombudsman Institute
And Ombudsman, Dayton and
Montgomery County, Ohio, USA





المعرض الدولي للمنظمات التي تتعامل مع الفساد
International Ombud Expo
Exposition Internationale de Médiateurs
Exposición Internacional del Defensor de los Derechos Humanos
Exposição Internacional de Provedor de Justiça
政府控制和上訴机构展览
ABUJA 2019

**Wednesday
30th October, 2019**

**EXHIBITION
CONTINUES &
EXHIBITION OF
WOMEN LEADERS**

SPEAKERS

*Women and the Ombudsman
Institution - Reflections on their
Contributions and Impact*

Arlene A Harrison Henry
Public Defender of Jamaica

*Women Leading Ombudsman
Institutions Effectively - Lessons
of Experience*

Martha Chizuma
Ombudsman of Malawi

*The Ombudsman Institution in the
Achievement of SDG 5 - Issues
and Lessons of Experience*

Caroline Z. Sokoni
Public Protector of Zambia

*Usando o Provedor de Justiça
para alcançar o Objetivo 5 de
Desenvolvimento Sustentável da
ONU - Perguntas e Lições.*

Antonia Florbela Rocha Araujo
Provedora de Justiça Adjunta
República de Angola

12:30 pm - 02:00 pm

LUNCHTIME

2:00 pm - 5:00 pm

OPTIONAL TOUR

*(of Local Ombud and Oversight
Offices and Abuja City)*

Departure from: Sheraton Hotel

Expert Session I

Video Presentations

*The Ombudsman in the Utility
Industry - Realizing Justice and
Fairness in a Changing Landscape*

Nanette Moreau
Commissioner for Utilities Disputes
in New Zealand

The Work of a Police Ombudsman

Marie Anderson
Police Ombudsman for Northern
Ireland

**Workshop on Ombudsman
Complaints Handling and
Practice**

7:00 pm - 10:00 pm

CULTURAL EVENING

Venue: Sheraton Hotel



المعرض الدولي للمنظمات التي تتعامل مع الفساد
International Ombud Expo
Exposition Internationale de Médiateurs
Exposición Internacional del Defensor de los Derechos Humanos
Exposição Internacional de Provedor de Justiça
政府控制与上訴机构展览
ABUJA 2019

**Thursday
31st October, 2019**

EXHIBITION CONTINUES

08:30 am - 09:30 am
**IOI AFRICA REGIONAL
ELECTION**
Venue: Sheraton Hotel

09:30 am - 12:30 pm

EXHIBITION CONTINUES

PARALLEL SESSIONS

Expert Session II

Introduction to Session: IOE Lead

Theme: *Ombud Institutions, the
Military and Peace Building*

Chair: Lt General Tukur Yusuf
Buratai,
Chief of Staff, Nigerian Army

SPEAKERS

*The Importance of the Military
Ombudsman in Africa*

Lt Gen T.T. Matanzima (Ret)
Former Military Ombud of South
Africa

*Grievance Handling in the Armed
Forces - Issues and Options*

Dr Ndubuisi Nwokolo
Senior Research and Policy Lead
NEXTIER, Nigeria

*Africa's Unending Conflicts -
Options for Sustainable Peace
Building.*

Dr Bakut T Bakut
Director-General
Institute of Peace and Conflict
Resolution, Nigeria

Expert Session III

Introduction to Session: IOE Lead

Theme: *When Ombudsmen Fight
Corruption*

Chair: Senator Patrick Akiyelure,
Chairman Senate Committee
on Ethics and Privileges,
Nigeria

SPEAKERS

*Strengthening Ombudsmen for
Fighting Corruption - Lessons of
Experience*

Dr Roger Koranteng
Adviser, Commonwealth Secretariat,
London

*When Ombudsmen Fight
Corruption - Lessons of
Experience*

Barr Muhyi Magaji Rimin Gado
Executive Chairman
Kano State Public Complaints and
Anti-Corruption Commission, Nigeria

*When Ombudsmen Fight
Corruption - Lessons of
Experience*

Justice Irene Mulyagonja
Inspector-General of Government
Of Uganda

*Promoting Integrity in Public Life -
The Political Ombudsman of
Jamaica and Lessons of
Experience.*

Hon. Mrs. Donna Parchment Brown
Political Ombudsman of Jamaica



المعرض الدولي للمنظمات التي تتعامل مع الفساد
International Ombud Expo
Exposition Internationale de Médiateurs
Exposición Internacional del Defensor de los Derechos Humanos
Exposição Internacional de Provedor de Justiça
政府控制和上訴机构展览
ABUJA 2019

**Thursday
31st October, 2019**

Expert Session IV

EXHIBITION CONTINUES

Introduction to Session: IOE Lead

Theme: *Ombudsmen as Human Rights Institutions*

Chair: **Steve Onwuasoanya**,
Human Rights Adviser,
Commonwealth Secretariat,
London

SPEAKERS

The crucial role of the Ombudsman in the promotion and protection of human rights in-country

Joseph Whittal
Commissioner for Human Rights and
Administrative Justice, Ghana

Hybrid model of national human rights institution

Adv John Walters
Ombudsman of Namibia

Human Rights in the Work of the Ombudsman - Issues, Challenges and Prospects

Hon. Aqal Badshah Khattak
Provincial Ombudsman Of Khyber
Pakhtunkhwa, Pakistan

Human Rights in the Work of the Ombudsman - Issues, Challenges and Prospects.

Herbert C McKenzie
Deputy Public Defender
Of Jamaica

The essence of collaboration and networking in the promotion and protection of human rights

Tony Ojukwu Esq.,
Executive Secretary, National
Human Rights Commission, Nigeria

12:30 pm - 2:00 pm

LUNCHTIME

2:00 pm - 5:00 PM

PARALLEL SESSIONS

Expert Session V

Introduction to Session: IOE Lead

Theme: *Strengthening Grievance Handling in Universities and Higher Educational Institutions*

Chair: **Prof Abubakar Adamu Rasheed**,
Executive Secretary,
National Universities
Commission of Nigeria

SPEAKERS

Handling of University Student Grievances - Lessons of Experience.

Leon Jenkins-Johnson, Esq
Ombudsman of Sierra Leone

Handling Student Grievances in Nigerian Universities - Assessment and Lessons

Prof Kayode Soremekun
Vice-Chancellor
Federal University of Oye-Ekiti,
Nigeria

The Case for Better Handling of Student Grievances in Universities and Higher Institutions

Prof Ukertor Moti
Department of Public Administration
University of Abuja

**Thursday
31st October, 2019**

EXHIBITION CONTINUES

Expert Session VI

Introduction to Session: IOE Lead

Theme: *Effective Handling of
Citizens' Grievances in Nigeria*

Chair: **Hon. Jerry Alagboso**,
Chairman, House Committee
on Public Petition, House of
Representative of Nigeria

SPEAKERS

*When Public Officials are
Aggrieved – Reflections on
Options, Problems and Prospects*

Dr Adegoke Adegoroye
Executive Director, GSDI, Abuja

*Complaints Handling in Public
Service Delivery in Nigeria –
Assessing the Role and
Effectiveness of SERVICOM*

Nnenna Akajiemelu
National Co-ordinator, SERVICOM of
Nigeria

*Redressing Citizens' Grievances
using the Mass Media – Issues,
Challenges and Lessons of
Experience*

Dr Ahmed Isah
Human Rights Radio, Abuja

*Towards Effective Handling of
Citizens' Grievances in Nigeria –
Reflections on Lessons of
Experience*

Chille Wanger Igbawua, Esq
Hon Chief Public Complaints
Commissioner of Nigeria

Expert Session VII

Introduction to Session: IOE Lead

Theme: *Ombudsman
Recommendations – Approaches
and Challenges*

Chair: **Prof Victor Ayeni**,
Director, Governance and
Management Services
International, UK (GMSI)

SPEAKERS

*Securing Compliance to the
Ombudsman's Recommendations –
Lessons of Experience*

Dr. Endale Haile Gizaw
Chief Ombudsman of Ethiopian

*Securing Compliance to the
Ombudsman's Recommendations –
Reflections on the Use of
Remedial Powers*

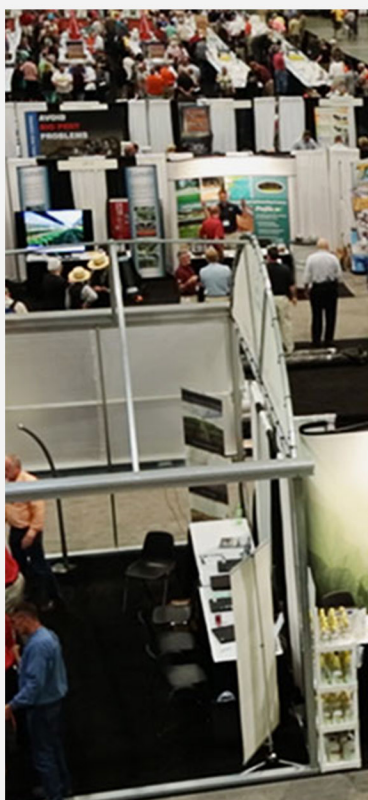
Adv Busisiwe Mkhwebane
Public Protector of South Africa

*Securing Compliance to the
Ombudsman's Recommendations –
Lessons of Experience*

Joseph Whittal
Commissioner for Human Rights and
Administrative Justice, Ghana

*Securing Compliance to the
Ombudsman's Recommendations –
Lessons of Experience*

Adv John Walters
Ombudsman of Namibia





التعرض الدولي للمنظمات التي تتعامل مع الشكاوى
International Ombud Expo
Exposition Internationale de Médiateurs
Exposición Internacional del Defensor de los Derechos Humanos
Exposição Internacional do Provedor de Justiça
国际控制和处理机构展览
ABUJA 2019

**Thursday
31st October, 2019**

07:00 pm

**Guests arrive: Ceremonial Guard
of Honour**

07:30 pm - 11:00 pm

**CLOSING CEREMONY
AND GALA BANQUET**

Venue: Sheraton Hotel

Special Guest of Honour

Senator Dr Ahmed Lawan,
Senate President of Nigeria

Special Guests

Muhammad Musa Bello,
Minister of Federal Capital Territory,
Of Nigeria

Adv Busisiwe Mkhwebane,
President, African Ombudsman and
Mediators Association and Public
Protector of South Africa

Ms Caroline Z. Sokoni
Representative of the International
Ombudsman Institute (IOI) and
Public Protector of Zambia

END OF EXPO



ABOUT IOE 2019

The **International Ombud Expo 2019** brings together national and specialty ombud and grievance handling offices from around the world in an exhibition of the role and operations of these unique institutions in facilitating better governance and driving performance in governments and organisations across the world.

Convened under the theme: **Extending the Ombud Frontiers: Better Governance, Enhanced Performance**, the event will involve:

- Exhibition of the work of different ombud offices in existence around the world;
- First-time gathering of all ombud-types, complaints handlers, grievance offices and similar institutions in one location to showcase critical performance factors;
- Unparalleled insight into how these institutions execute their roles and make a difference in governments and organisations across the globe;
- One-on-one interaction and sharing of experiences with ombud leaders and diverse functionaries;
- Participation in workshops and expert discussions on topical issues;
- Meeting with wide ranging organisations which service and facilitate the role of ombud offices in different parts of the world; and
- First-hand insight for policy makers, corporate leaders and organisation managers on role of ombud and grievance handling in tackling wide-ranging governance problems, managing conflicts, and boosting performance and productivity of governments and organisations.

Participation in the **International Ombud Expo 2019** is open to all Ombud and Ombud-type institutions, Ombud regional organisations and associations, mediators, complaints and grievance handling offices, human rights defenders as well as Ombud support service providers, government agencies, universities and educational institutions, hospital management bodies, security and military establishments, banks and financial institutions, business and private establishments, media organisations, book publishers, sector stakeholders, allied organisations, and individual technical experts.

The spread and popularisation of the ombud institution across the world over the last five decades have been unprecedented. It is estimated that there are over 30,000 ombud offices, grievance-handlers, and complaint-bodies in operation in over 150 countries. And demand for more offices to be established grows by the day.

WHAT TO EXPECT

- **A unique global platform:** unparalleled gathering in one location of ombud-types, complaints handlers, grievance offices together with organisations that service and facilitate their roles will provide a rare comprehensive experience
- **Market place of ideas and innovative solutions:** a rich display of how ombud and grievance handling offices effectively tackle a wide ranging of governance concerns, help reduce corruption, manage conflicts, enhance customer service, drive innovation, defend and promote human rights as well as boost performance and productivity of governments and organisations;
- **Ombud brands awareness:** showcase of the work of these institutions as an indispensable feature of any well-functioning government and organisation determined to surpass their performance bottom-line;
- **Exchange of best practices:** on the role and operations of different ombud-types and how they realise sustainable performance in an often unpredictable governance and organisational landscape;
- **Institution benchmarking:** opportunity of wide comparison of ombud-types across forms, sizes and orientation as well as enabling participating offices to evaluate themselves and benefit from lessons of experiences of others;
- **Exposure to operational support and services:** a unique first-hand opportunity to appreciate and directly interact with the wide-ranging organisations that support and facilitate the role and operations of ombud offices towards effective performance and sustainable impact;
- **Capacity enhancement:** abilities and capacities of officials and functionaries enhanced through sustained exposure to success stories from across the world and an unprecedented opportunity to meet and interact with a wide spectrum of ombud-types;

ABOUT IOE 2019

- **Fostering relationships and networking:** with the envisaged huge gathering of institution-types and their functionaries, exhibitors and participants will have a rich opportunity to build strategic relationships towards enhancing the role and performance of their respective organisations;
- **Expert conference:** parallel workshops and expert sessions throughout the 3-day exhibition will enable discussions on topical issues, exposure to innovations on contemporary ombudsmanship, and access to insightful guidelines for new and budding ombud establishments;
- **International media spotlight:** wide international media coverage through new and traditional channels with every exhibitor enjoying commensurate reporting to further highlight their role and impact for the benefit of their respective national environment;
- **Improved international understanding and diplomacy:** fostering of mutual understanding amongst international participants and exhibitors; and
- **Increased awareness of host:** enhancement of the image and reputation of the host-country through exposing exhibitors and participants to the culture, social milieu and opportunities available for potential investors and future visitors.

WHAT WILL BE EXHIBITED

- Reports and official publications
- Audio visual displays on role, operations and performance
- Media reports and excerpts
- Campaign publication of organisation's services and other literatures
- Physical evidence of achievements and success stories
- Technology use and business processes
- IT software
- Documentary visuals, videos and other online sources
- Interactive videos
- Training and capacity development materials
- Book publications and other intellectual materials
- Cultural artefacts



المعرض الدولي للمنظمات التي تتعامل مع المظالم

International Ombud Expo

Exposition Internationale de Médiateurs

Exposición Internacional del Defensor de los Derechos Humanos

Exposição Internacional de Provedor de Justiça

政府控制和上诉机构展览

ABUJA 2019



IOE 2019 SECRETARIAT

SUITE 7 · JAMAICA WHARF · 2 SHAD THAMES · TOWER BRIDGE · LONDON SE1 2YU · UNITED KINGDOM

Tel: +44 (0) 20 7403 6070/6199 · Fax: +44 (0) 20 7403 6077 · WhatsApp & Text: +44 (0) 7404321484

Email: ioe2019@gmsiuk.com

Website: www.internationalombudexpo.com