

ISSN 0229-2181
VOLUME 27: NUMBER 3
SEPTEMBER 2005

FROM THE PRESIDENT'S DESK

This summer certainly has passed by quickly. Most of my attention has been upon the responsibilities of administering my own office. I have not had much time to carry out I.O.I. projects or work. I perceive that my Board colleagues have been similarly focussed and engaged. But over the next two months we will renew our collective attention to our Institute responsibilities as we prepare for our Annual Directors' Meeting in St. John's, Antigua and Barbuda, hosted by Ombudsman Dr. Hayden Thomas. It is my hope that as we leave St. John's we will have agreed upon a training schedule and plan for taking the I.O.I. Investigators Training Manual into the field. I also hope that we will have more news to report about the future of our membership fee structure and our relationships with other international entities promoting democracy and ombudsmanship.

As I write this column I am also preparing my thoughts and comments for a keynote speech I have been invited to give at the United States Ombudsman Association (USOA) 2005 Annual Conference in Nashville, Tennessee on September 19-22. The conference theme this year is "Operation Good Government: Promoting Trust, Fairness, and Accountability", which are universal issues for ombudsman offices worldwide.

This past May my deputy, Ruth Cooperrider, was elected President of the USOA and together we decided to bid for the 2006 USOA annual conference to be held in Des Moines, Iowa, hosted by my office. Our bid was accepted and I hope you, my international friends, will consider travelling to the heartland of America in September 2006 to meet with us in the capital city of our beautiful and abundant state. I promise you a stimulating and challenging program with interesting speakers and topics.

Almost immediately upon my return to Iowa from Tennessee I will be participating in a Citizen Diplomacy seminar sponsored by the Iowa Sister States Organization. Iowans have historically shared ourselves and our resources with others and the idea of citizen-to-citizen diplomacy is an important one for us. I was invited to participate as a panel moderator because of my office as President of the International Ombudsman Institute. So this will be a wonderful opportunity for me to share with others, including the President of the World Food Prize, Iowa's two United States senators and four of our five members of the U.S. Congress, about the value of the ombudsman institution and the role of the I.O.I.

The following weekend, at the end of September, I will be at the Annual Conference of the Association for Conflict Resolution in Minneapolis, Minnesota. The panel I have been invited to participate in is entitled "Public Sector Ombudsman as a Model for Dispute Resolution: Using Ombudsman Principles to Resolve Citizen Complaints and Improve Government Services". I will be drawing upon the International Ombudsman Institute's definition, concept and principles as expressed in our Durban resolution to fulfill my role at this conference.

Recently I was approached by Brent Parfitt, a former Deputy Ombudsman in British Columbia, Canada, who is now serving on the United Nations Committee on the Rights of the Child about working with the I.O.I. in helping develop and train children's ombudsman offices being established pursuant to the United Nations Convention on the Rights of the Child. I think this is an appropriate and wonderful opportunity for the I.O.I. and I look for your comments and ideas about how we can partner with the UN in this endeavour.

I believe the communications we have and the work we accomplish as members and Board Directors during September and October will be very important for our Annual Board Meeting in November and the future of our Institute. I urge that you communicate your thoughts and opinions to me and your other elected Officers and Directors during the next two months so we can come to St. John's and work fruitfully toward our responsibilities.

Sincerely,
William Angrick II
President

NEWS—I.O.I. BOARD OF DIRECTORS

I.O.I. Board member Mrs. Alifa Farouk, *Médiateur Administratif* of Tunisia, has been elected Regional Vice-President for the African Region. Mr. Song Chul-Ho, the new Chief Ombudsman of South Korea, joins the I.O.I. Board of Directors as the Regional Vice-President for the Asian Region. The I.O.I. thanks Mr. Cheong U, head of the Commission Against Corruption of Macao, SAR, for serving as Acting Regional Vice-President of the Asian Region in the period after Mr. Cho Young-Hoang, past Chief Ombudsman of South Korea, stepped down from the I.O.I. Board on his appointment as Chairperson of South Korea's National Human Rights Commission.

CALLS TO HOST THE 2008 I.O.I. IXTH INTERNATIONAL CONFERENCE—BIDS ACCEPTED UNTIL DECEMBER 2005

The I.O.I. Board is beginning to plan for the I.O.I.'s 2008 IXth International Conference. The I.O.I. will accept written bids from institutional members to host the IXth International Conference until the end of December 2005. Written bids can be sent to I.O.I., Faculty of Law, University of Alberta, Edmonton, Alberta, T6G 2H5, Canada, fax: (780) 492-4924; e-mail: dcallan@law.ualberta.ca

The past I.O.I. Conferences have been held in the following countries: VIII: Quebec City, Canada (2004); VII: Durban, South Africa (2000); VI: Buenos Aires, Argentina (1996); V: Vienna, Austria (1992); IV: Canberra, Australia (1988); III: Stockholm, Sweden (1984); II: Jerusalem, Israel (1980); I: Edmonton, Canada (1978).

ETHIOPIAN OMBUDSMAN INSTITUTION COMMENCES OPERATIONS

The Ombudsman of Ethiopia commenced operations on July 14, 2005. The legislation establishing the Ombudsman of Ethiopia was enshrined in the 1994 Constitution and in legislation passed in 2000. The legal framework of the office creates a multi-member institution appointed by and accountable to the legislature. The Ethiopian Ombudsman is a hybrid human rights ombudsman body. One Ombudsman will head a women's affairs and children's department. The Ethiopian law also provides for the establishment of a Human Rights Commission. The ombudsman legislation determines which institution has jurisdiction when a complaint raises human rights issues.

Two of the Ethiopian Ombudsmen were sworn in on July 13, 2005 after being appointed by the House of Peoples' Representatives. They are Deputy Ombudsman Bisrat Gashawtena and Children and Women's Ombudsman Adanech Dilnesaw.

The Human Rights Commission also commenced operations on July 14, 2005, with two Commissioners (Deputy Commissioner and Children and Women's Affairs Commissioner) sworn in on July 13, 2005.

For further information see: Linda C. Reif, *The Ombudsman, Good Governance and the International Human Rights System* (Martinus Nijhoff Pub. 2004) at 220; Mohammed Abdo,

“Challenges Facing the New Ethiopian Ombudsman Institution” (2002) 6 *Int’l Omb. Yrbk.* 76.

FIRST HUMAN RIGHTS OMBUDSMAN FOR EAST TIMOR (TIMOR-LESTE) APPOINTED AND SWORN IN

The 2002 independence Constitution for East Timor (Timor-Leste) provides for a human rights ombudsman called the Provider for Human Rights and Justice (*Provedor de Direitos Humanos e Justiça*). In the summer of 2005, the *Provedor* for Human Rights and Justice of East Timor and his two Deputies were sworn in by the National Parliament. The first *Provedor* is Mr. Sebastião Diaz Ximenes.

See: Progress Report of the United Nations Secretary-General on the United Nations Office in Timor-Leste (for the period 13 May to 15 August 2005), UN Doc. S/2005/533 (August 18, 2005), para. 4; Linda C. Reif, *The Ombudsman, Good Governance and the International Human Rights System* (Martinus Nijhoff Pub. 2004) at 282-284.

NATIONAL HUMAN RIGHTS UNIT ADDED TO GAMBIA OMBUDSMAN INSTITUTION

A National Human Rights Unit (NHRU) has been added to the Office of the Ombudsman of Gambia pursuant to the 1997 Constitution, Chapter IV, Section 163. A press release states that the NHRU will protect and promote human rights in conformity both with the United Nation’s Paris Principles and a Commonwealth Secretariat report on developing states. The addition of the NHRU effectively makes the Gambia Ombudsman a hybrid human rights ombudsman.

For further information see: E.J. Manneh, “Ombudsman gets human rights unit” *Daily Observer* (July 13, 2005).

PROVINCE OF ROCHA IN URUGUAY APPOINTS FIRST DEFENSOR DEL PUEBLO

The province of Rocha in Uruguay has established a *Defensor del Pueblo* (human rights ombudsman) institution. Mr. Amauri Cardoso Batista has been elected as the first *Defensor*. Maldonado and Montevideo have also made provisions for the establishment of a *Defensor*.

See: E. Gonzalez, “Designan al primer Defensor del Pueblo” *El Pais Uruguay*.

SERBIA’S PARLIAMENT CONSIDERS BILL TO ESTABLISH AN OMBUDSMAN

On September 5, 2005, Serbia’s Parliament began general discussion on a Law to establish an ombudsman institution to be called the “Citizen’s Protector”. The Law was expected to be passed at the end of the first week in September.

MEETING OF CARIBBEAN REGION OMBUDSMEN IN ANTIGUA AND BARBUDA

A one-day meeting of Caribbean region ombudsmen was held at the Grand Royal Antiguan Hotel in Antigua and Barbuda on June 6, 2005. The main objective of the meeting was to

discuss the possibility of the establishment of a regional ombudsman office. This issue has become important given the upcoming establishment of the Caribbean Single Market and Economy (CSME). The meeting was sponsored by the Latin American Ombudsman Institute and the Embassy of Finland in Venezuela in collaboration with the Caribbean Ombudsmen Association (CAROA) and the Office of the Ombudsman of Antigua and Barbuda.

For further information see: N.S. Fleming, "Antigua hosts regional ombudsmen" *Antigua Sun* (June 6, 2005).

PAKISTAN SUPREME COURT ISSUES JUDGMENT FINDING NORTH WEST FRONTIER PROVINCE LEGISLATION CREATING A RELIGIOUS OMBUDSMAN UNCONSTITUTIONAL

The Supreme Court of Pakistan issued judgements on August 9 and 31, 2005 which held that some provisions of North West Frontier Province (NWFP) legislation (the Hasba Bill), which creates a religious ombudsman (*Mohtasib*) to police and enforce the implementation of Islamic laws and practices, were unconstitutional. The religious ombudsman would not be accountable to the courts and could enforce orders through fines or the imposition of jail terms of up to six months in length. The NWFP is governed by an Islamic alliance called the *Muthahida Majlis Amal* (MMA). A request for a reference opinion was submitted to the Court by President Musharraf.

The Supreme Court stated that the government is prohibited from imposing religious obligations on individuals because this would interfere with their private life and individual beliefs. It held that the proposed ombudsman was empowered not only to investigate maladministration but also to regulate the religious affairs of individuals thereby blocking the judicial review powers of civil and criminal courts.

For further information see: "SC gives its detailed ruling on Hasba Bill" *The Pakistani Newspaper* (August 31, 2005); K.J.M. Varma, "Pak SC dismisses MMA's Hisba bill as unconstitutional" *PTI* (September 1, 2005); N. Iqbal, "Hasba bill infringes personal freedom: SC" *Dawn* (September 1, 2005).

APPOINTMENTS/RETIREMENTS/ANNIVERSARIES/AWARDS ETC.

ANGOLA

Mr. Paulo Tjipilica was sworn in as Angola's first Justice Ombudsman in June 2005. Mr. Tjipilica was elected Ombudsman on April 19, 2005 for a four-year term. He is a former Justice Minister of Angola.

AUSTRALIA—NORTHERN TERRITORY

Peter Boyce completed his 10 year term of office as Ombudsman for the Northern Territory, Australia on March 26, 2005. Ms. Carolyn Richards has been appointed as the new Ombudsman for the Northern Territory, effective August 29, 2005, for a period of 5 years. Prior to her

appointment Ms. Richards was Director, Legal Practitioners Conduct Board in South Australia.

AUSTRALIA—TASMANIA

Mr. Simon Allston has been appointed Ombudsman for Tasmania, Australia, effective August 20, 2005. Prior to his appointment Mr. Allston was Principal Crown Counsel in the Office of the Solicitor General. He is a barrister and solicitor of the Supreme Courts of Victoria and Tasmania, and of the High Court of Australia.

Mr. Allston succeeds Ms. Jan O’Grady who retired as Ombudsman on August 19, 2005 after five years in office. In announcing this publicly, the Attorney General thanked Ms. O’Grady for her contribution to improving the quality of public administration in the State, to the benefit of the Tasmanian community.

CANADA—NATIONAL DEFENCE AND CANADIAN FORCES OMBUDSMAN

Mr. Yves Côté was appointed Canada’s second National Defence and Canadian Forces Ombudsman by the Minister of Defence, effective August 2, 2005. Mr. Côté has worked extensively in areas dealing with the *Canadian Charter of Rights and Freedoms* as well as human rights over the past thirty years in the Canadian public service. Prior to his appointment he was Counsel to the Clerk of the Privy Council. He has also served as Assistant Deputy Minister (Head of the Business and Regulatory Law Portfolio) Department of Justice, and Legal Adviser to the Department of National Defence and the Canadian Forces. With both a Bachelor of Civil Law and a Bachelor of Psychology, Mr. Côté was appointed Queen’s Counsel in 1992 and has received numerous awards for his public service.

ETHIOPIA

Deputy Ombudsman Bisrat Gashawtena and Children and Women’s Ombudsman Adanech Dilnesaw have been elected as two of the first Ombudsmen of Ethiopia. For further details on the new Ombudsman of Ethiopia see article above entitled “Ethiopian Ombudsman Institution Commences Operations”.

FINLAND

Maria Kaisa Aula is Finland’s first National Ombudsman for Children. The National Ombudsman for Children is an independent official connected with the Ministry of Social Affairs and Health. The Ombudsman does not have a complaints-handling function, but is empowered to monitor legislation and other decisions affecting children, give advice and counsel, and undertake initiatives.

GHANA

Mr. Emile Francis Short, Chairman of Ghana’s Commission on Human Rights and Administrative Justice (CHRAJ), received an honorary Doctor of Laws degree from Northwestern University, Evanston, U.S.A. on June 17, 2005. The honorary degree was granted

to Mr. Short in recognition of his work in promoting human rights, transparency of government and respect for the rule of law in Ghana.

IRELAND

Ms. Paulyne Marrinan-Quinn S.C. has been appointed Ireland's first Defence Forces Ombudsman. A statutory ombudsman institution, the Ombudsman is appointed by the President after nomination by the Cabinet. Ms. Marrinan-Quinn is a senior counsel and was the first Insurance Ombudsman of Ireland, serving from 1992 to 1998.

ISRAEL

The State Comptroller and Ombudsman of Israel, Mr. Eliezer Goldberg, retired on July 3, 2005. Mr. Justice Micha Lindenstrauss, former President of the District Court in Haifa, was elected State Comptroller and Ombudsman by the Knesset on May 5, 2005. Justice Lindenstrauss took his oath of office at the Knesset on June 29 and commenced his seven-year term of office on July 4, 2005.

JAPAN—ADMINISTRATIVE EVALUATION BUREAU

Mr. Ryoji Fukui has been appointed Director-General of the Administrative Evaluation Bureau, Ministry of Internal Affairs and Communications, Japan effective August 15, 2005. He replaces Mr. Masashi Tamura.

JAPAN—NATIONAL FEDERATION OF ADMINISTRATIVE COUNSELORS' ASSOCIATION

Mr. Noboru Tani has been appointed President of the National Federation of Administrative Counselors' Association, effective June 14, 2005. He replaces Mr. Masajiro Kamada.

LITHUANIA

On June 23, 2005, the *Seimas* (Parliament) of Lithuania voted to appoint Augustinas Normantas, former Justice of the Constitutional Court of Lithuania, as one of the *Seimas* Ombudsmen of the Republic of Lithuania. Mr. Normantas has been appointed *Seimas* Ombudsman for the investigation of activities of officers of county government administrations and municipal institutions and agencies. Mr. Normantas was also sworn into office on June 23, 2005. He replaces Kęstutis Virbickas who resigned in April 2005.

Mr. Normantas graduated from the Faculty of Law, Vilnius University in 1975. He studied at the post-graduate level at the Faculty of Law, M. Lomonosov University, Moscow, in 1976-1980 and obtained his doctoral degree in 1982. From 1993-1996, Mr. Normantas was the Advisor to the *Seimas* Committee on State and Law and Deputy Chairman of the Central Electoral Committee. From 1996-2005, he served as a Justice of the Constitutional Court of Lithuania. Mr. Normantas is also an associate professor in the Department of Constitutional and Administrative Law of Vilnius University.

MALTA

The second term of office of Mr. Joseph Sammut, Ombudsman of Malta, was completed at the end of July 2005. After serving as Ombudsman for ten years, Mr. Sammut by law cannot be reappointed. However, due to the failure of the legislature to appoint an Ombudsman to replace him this summer, Mr. Sammut agreed to postpone his resignation until October 1, 2005 and an Acting Ombudsman will be appointed for the interim period.

THE NETHERLANDS—THE HAGUE

Ms. H.L.G. Seuren has been elected Ombudsman of the Municipality of The Hague on February 10, 2005 for a six-year term. She replaces Ms. Th.O.J. Lucardie who completed her term of office.

NEW ZEALAND

Judge Anand Satyanand ended his ten year term as an Ombudsman of New Zealand in February 2005. In August 2005, Judge Satyanand received the insignia of the Distinguished Companion of the New Zealand Order of Merit (DCNZM) by the Governor General of New Zealand.

TUNISIA

Mrs. Alifa Farouk, *Médiateur Administratif* of Tunisia and I.O.I. Regional Vice-President for the African Region, has been elected President of the African Ombudsman and Médiateur Association (AOMA).

UNITED KINGDOM—ENGLAND —COMMISSIONER FOR LOCAL ADMINISTRATION

Mrs. Patricia Thomas, a Commissioner for Local Administration of England (for the region headquartered in York) will retire from her position on September 30, 2005.

On July 27, 2005, Mrs. Anne Seex was appointed by the Queen to replace Mrs. Thomas. Since 2000, Mrs. Seex was the Chief Executive Officer of Norwich City Council and she has worked in local government positions for twenty-five years.

UNITED KINGDOM—BERMUDA

Ms. Arlene Brock, the first Ombudsman of Bermuda, was sworn in as Ombudsman on July 6, 2005. She started work on August 1 and the Office of Ombudsman commenced operations on September 1, 2005. For further details on the history of the establishment of the Office of Ombudsman of Bermuda and on Ms. Brock's appointment please see the June 2005 issue of this *Newsletter*.

U.S.A.—IOWA

Mr. William (Bill) P. Angrick II, Ombudsman (Citizens' Aide) of Iowa and I.O.I. President, has been reappointed as Ombudsman of Iowa by the Legislative Council of Iowa's General Assembly for another four-year term of office, commencing July 1, 2005. The reappointment must be confirmed by both Houses of the General Assembly which will reconvene in January 2006.

PAST/UPCOMING CONFERENCES AND COURSES

JUNE 17-21, 2005—SEMINAR ON NATIONAL HUMAN RIGHTS INSTITUTIONS IN THE SOUTHERN CAUCASUS—TBILISI, GEORGIA

On June 17 to 21, 2005, a seminar on the topic of "Problems and Prospects of National Human Rights Institutions in Southern Caucasus" took place in Tbilisi, Georgia. The seminar was organized by the Public Defender of Georgia, the Institute on Human Rights and Humanitarian Rights after Raul Wallenberg of Sweden and the UNDP.

SEPTEMBER 19-22, 2005—USOA 26TH ANNUAL CONFERENCE—NASHVILLE, TENNESSEE

The US Ombudsman Association (USOA) 26th Annual Conference will be held on September 19 to 22, 2005 at the Gaylord Opryland Resort and Convention Center in Nashville, Tennessee. For further information on the Conference go to: <<http://www.usombudsman.org/>>.

SEPTEMBER 28-30, 2005—THE INTERNATIONAL OMBUDSMAN ASSOCIATION (FORMERLY THE OMBUDSMAN ASSOCIATION AND UNIVERSITY AND COLLEGE OMBUDS ASSOCIATION) "OMBUDSMAN 101" TRAINING COURSE—GENEVA, SWITZERLAND

The International Ombudsman Association (IOA), a new association formed by the merger of The Ombudsman Association (TOA) and the University and College Ombuds Association (UCOA), is holding an "Ombudsman 101" training course for organizational ombudsman offices at the Offices of the United Nations Development Program (UNDP) in Geneva, Switzerland on September 28 to 30, 2005. "Ombudsman 101" is an introductory training program held over 2 ½ days and covers the basic functions and skills of ombudsmanry. The interactive format includes role play and encourages questions and discussion.

For further information see <<http://www.ombuds-toa.org/geneva2005/GenevaRegistration.pdf>>.

OCTOBER 3-29, 2005—COURSE ON "OMBUDSMAN POLICY, PRACTICE AND ACCOUNTABILITY"—AUSTRALIAN NATIONAL UNIVERSITY, CANBERRA, AUSTRALIA

The 4th Annual Professional Short Course on "Ombudsman Policy, Practice and Accountability" will be held at the Asia Pacific School of Economics and Government, Australian National University in Canberra, Australia from October 3 to 29, 2005.

The course invites participants to understand in depth the role of ombudsman institutions in contemporary administration. The course looks at a range of approaches adopted internationally, and is practically oriented in order to enable participants to select aspects of an ombudsman institution's practices that best suit their domestic culture and systems. The course consists of: introductory lectures on accountability and ethics; the evolution of ombudsman institutions in the public and private sectors; the relationship between a public sector ombudsman and the parliament, including presentations by officers of the Federal Parliament; training in administrative investigation techniques; outlines of requirements for effective complaint handling systems, including the use of appropriate technology; preparation and publication of reports; visits to the office of the Australian Commonwealth Ombudsman for workshops and practical demonstrations; practices and principles for effective client service; and presentations from various ombudsman and complaint-handling institutions. The Course Convenor is Professor John Wood.

For further information, please contact the Course Manager, Ms. Ruth Tampipi, at <Ruth.Tampipi@anu.edu.au>.

NOVEMBER 28-DECEMBER 1, 2005—9TH ANNUAL ASIAN OMBUDSMAN ASSOCIATION (AOA) CONFERENCE—HONG KONG

The Ombudsman of Hong Kong, Mrs. Alice Y.Y. Tai, will be hosting the 9th Annual Asian Ombudsman Association (AOA) Conference from November 28 to December 1, 2005. Please go to <www.ombudsman.gov.hk/aoa/aoa.html> for further details.

NEW WEB SITES AND E-MAIL ADDRESSES

I.O.I.—EUROPEAN REGION

The European Region of the I.O.I. has a new web site at: <www.ioi-europe.org/index2.html>.

CORRECTIONS/ADDITIONS TO I.O.I. 2005 DIRECTORY

JAPAN—ADMINISTRATIVE EVALUATION BUREAU

On page 26 of the *Directory*, the title of the institutional member for Japan should read “Administrative Evaluation Bureau, Ministry of Internal Affairs and Communications”. The new Director-General, replacing Mr. Tamura, is Mr. Ryoji Fukui.

JAPAN—NATIONAL FEDERATION OF ADMINISTRATIVE COUNSELORS' ASSOCIATION

On page 63 of the *Directory*, the coordinates of the Japanese National Federation of Administrative Counselors' Association should be changed to the following:

Mr. Noboru Tani, President

Kanda Dainichi Building
2-13-7 sotokanda, Chiyoda-ku
Tokyo, 101-0021 Japan

MALI

On page 29 of the *Directory*, the name of the *Médiateur* of the Republic of Mali is Mrs. Fatoumata N'Diaye Diakite. The telephone/fax number for the Office of the *Médiateur* is (223) 229 20 01. The alternate phone numbers for the Office are (223) 229 20 04/05.

THE NETHERLANDS—THE HAGUE

The name, mailing address and coordinates of the Municipal Ombudsman of The Hague, The Netherlands (page 38 of the *Directory*) are to be replaced by the following:

Ms. H.L.G. Seuren
Municipal Ombudsman, The Hague
(Gemeentelijke ombudsman Den Haag)
Sint-Jacobstraat 125
2512 AN DEN HAAG
The Netherlands
e-mail: gemeentelijke.ombudsman@omb.
den Haag.nl
internet: www.ombudsman-den Haag.nl
tel: +31-70-346-95-65

I.O.I. PUBLICATIONS

(2003) VOLUME 7 OF THE INTERNATIONAL OMBUDSMAN YEARBOOK

(2003) Volume 7 of *The International Ombudsman Yearbook* was issued and distributed by Martinus Nijhoff Publishers during the summer of 2005.

(2004) VOLUME 8 OF THE INTERNATIONAL OMBUDSMAN YEARBOOK

Work is underway on the compilation of (2004) Volume 8 of *The International Ombudsman Yearbook*. As of this date two articles have been accepted for publication: “The Role of Administrative Courts and Ombudsmen in France and Malta: A Review of Two Contrasting Systems” by Cécile Plaidy and Ivan Mifsud and “The Ombudsman and the Rule of Law” by John McMillan.

NEWS ITEMS, ARTICLES ETC. FOR I.O.I. PUBLICATION

We encourage the submission of news items for publication in the Newsletter and the submission of articles, manuscripts and lectures for consideration of their publication either in

the *Occasional Paper* series or *The International Ombudsman Yearbook*. In particular, the Editor wishes to receive papers for consideration of their publication in (2004) Volume 8 of *The International Ombudsman Yearbook* and news items for the December 2005 *Newsletter*. We appreciate the regular receipt of information from member offices on changes in appointment, retirements, etc. for inclusion in the *Newsletter*.

Please note that the Editorial Advisory Board is in operation for anonymous review of papers submitted in consideration of their publication in the Yearbook.

Please submit all material to:

Professor Linda C. Reif
Editor of Publications
International Ombudsman Institute
Faculty of Law, University of Alberta
Edmonton, Alberta, T6G 2H5, Canada
tel: (780) 492-2800, fax: (780) 492-4924
e-mail: lreif@law.ualberta.ca