



**THE AFRICAN OMBUDSMAN RESEARCH CENTRE (AORC)
A RESEARCH AND TRAINING ARM OF
THE AFRICAN OMBUDSMAN AND MEDIATORS ASSOCIATION (AOMA)
IN COLLABORATION
WITH THE INTERNATIONAL OMBUDSMAN INSTITUTE (IOI)
- Cordially invite you to a webinar -**

**Implementing ISO 9001: Strengthening Quality Management
and Accountability in African Ombudsman Institutions**

Ombudsman institutions are essential to advancing fairness, accountability, and the protection of human rights across Africa and beyond. Their effectiveness depends not only on resolving complaints, but also on strong internal systems, clear procedures, and consistent service delivery.

This webinar brings together experienced Ombudsman practitioners and experts to examine ISO 9001, an internationally recognised quality management standard, and its application within Ombudsman institutions. Participants will gain practical insights, drawing on shared experiences such as the implementation journey of ISO 9001 by the Office of the Ombudsman of Punjab, which demonstrates how structured quality management can strengthen accountability, improve service delivery, and foster a culture of continuous improvement—thereby enhancing public trust and institutional credibility.

The webinar forms part of the mandate of the African Ombudsman Research Centre (AORC) and the African Ombudsman and Mediators' Association (AOMA) to strengthen institutional performance and good governance across Africa, in support of Sustainable Development Goal 16..

✦ Key Focus Areas:

- ✓ Understanding what ISO 9001 means in the context of Ombudsman institutions
- ✓ Strengthening accountability and service quality through quality management systems
- ✓ Practical steps for initiating an ISO 9001 implementation journey within an Ombudsman office

PLEASE CLICK ON THE RSVP LINK IF YOU WISH TO JOIN THE WEBINAR

DATE

TUESDAY, JANUARY 20, 2026

TIME

10H00 – 11H30 AM SA (GMT + 2)

SPEAKERS

SPEAKER 1 – MR. KAISER SALEEM
SECRETARY, OFFICE OF THE OMBUDSMAN PUNJAB
ISO 9001 FOR OMBUDSMAN INSTITUTIONS

SPEAKER 2 – MR. AHMAD YAAR KHAN
ADVISOR (RESEARCH), OFFICE OF THE OMBUDSMAN PUNJAB
ISO 9001 TO STRENGTHEN ACCOUNTABILITY AND SERVICE QUALITY

SPEAKER 3 – MR. SAMI ULLAH
ADVISOR (ITID), OFFICE OF THE OMBUDSMAN PUNJAB
WAYS IN WHICH AN OMBUDSMAN OFFICE CAN BEGIN ITS ISO 9001 IMPLEMENTATION JOURNEY

FACILITATOR

ADV. ZETU MAKAMANDELA-MGUQULWA
OMBUDSMAN OF THE CITY OF CAPETOWN, SOUTH AFRICA

[CLICK HERE TO RSVP](#)

Please note that there will be no live question and answers due to time constraints. Participants may however submit relevant questions to Franky Lwelela (FrankyAorc@pprotect.org) or Marion Adonis (MarionAorc@pprotect.org) by 10:00 on Monday, 19 January 2026 or use the Q & A function during the webinar. Time has been allocated for a response to questions raised before and during the session. If there is insufficient time to respond to all, the questions and answers will be posted on our website www.aoma.ukzn.ac.za.

ENQUIRIES ONLY

Marion Adonis

Email : MarionAORC@pprotect.org

Franky Lwelela

Email : FrankyAORC@pprotect.org

SPEAKER & FACILITATOR PROFILES



Mr. Kaiser Saleem, Pakistan Administrative Service (PAS), assumed the charge of Secretary, Ombudsman Punjab on 27 September 2024. He is a senior civil servant with extensive administrative experience at both departmental and autonomous body levels. He holds an MSc in Environmental Leadership and Management from the University of Nottingham, UK, and has received various national and international trainings throughout his professional career. He has served as Deputy Commissioner of Okara and Muzaffargarh, and as Director of the Anti-Corruption Establishment in Faisalabad. He also held the position of Director General at the Multan Development Authority. Mr. Saleem has served as Additional Secretary in the Home Department, Planning & Development Department, and

School Education Department of the Government of the Punjab. Subsequently, he served as Secretary of the Housing, Urban Development & Public Health Engineering Department, South Punjab, and Secretary of the School Education Department, South Punjab. In addition, he has led foreign-funded development projects under the Government of the Punjab, demonstrating strong leadership in governance and public sector management.

Mr. Ahmed Yar Khan is a senior civil servant from the Pakistan Administrative Service (PAS) with over 30 years of experience in public administration, governance, and institutional reform. He joined the civil services in 1989 and has held multiple administrative positions across the provinces of Punjab, Baluchistan, and Khyber Pakhtunkhwa, ranging from Assistant Commissioner to senior roles in the Food, Education, Health, and Communication & Works (C&W) departments. His career includes significant contributions to accountability, having played a key role in the establishment and operationalization of the National Accountability Bureau (NAB), following his service in the Ehtesab Bureau. He has also worked with the Capital Development Authority and served as Joint Secretary in the Ministry of Human Rights. Mr. Khan joined the National School of Public Policy (NSPP) as Directing Staff and later became its Director General, supervising approximately 95–100 Individual Research Papers. Currently, he serves as Advisor, Research & Development Wing at the Office of the Ombudsman Punjab, where he contributes to institutional strengthening, quality management systems, and governance reforms.



Mr. Sami Ullah is a senior development professional with over 20 years of experience across the public and private sectors and international organizations. He has extensive expertise in financial and risk management, procurement, governance, results-based management (RBM), audit and compliance, and ERP-based IT solutions. He holds an MBA in Finance and Business Management from COMSATS Institute of Information Technology, graduating with distinction and two Gold Medals. He also holds professional certifications including Oracle Financials, SAP FICO, M&E Framework Consultant, Risk Management Expert, and Project Management Professional. Currently, Mr. Ullah serves as Advisor (Finance & Procurement / IT Infrastructure & Development) at the Office of the Ombudsman Punjab. In this role, he contributes to policy formulation, institutional

reforms, and digital transformation. He led the conceptualization and implementation of the Ombudsman Punjab Management Information System (OPMIS) and played a key role in deploying the E-Filing Office Automation System (E-FOAS), significantly enhancing organizational efficiency and service delivery. He is also the architect behind the implementation of the ISO 9001:2015 Quality Management System Certification in the Office of the Ombudsman Punjab Head Office, Research & Development Wing, and 38 Regional Offices.

Adv. Zetu Makamandela-Mguqulwa is the newly appointed Ombudsman for the City of Cape Town, announced in late November 2025. She is an experienced Ombudsperson, having previously served as Ombud for the University of Cape Town, and is a speaker, mediator, coach, and advisor on organizational capacity improvement initiatives, including conflict resolution systems, change enablement and transformation, leadership, and gender, diversity, equity, inclusion, and belonging. She is certified as an Ombuds (COOP) by the International Ombuds Association (IOA) and as a Mediator by the Africa Center for Dispute Settlement and Stellenbosch University. Zetu was the inaugural Ombuds for the University of Cape Town for 15 years—the first office of its kind in South African higher education. She has also served as a Director at ZetuMindshift, Conflict Dynamics, and as Regional Chairperson for the International Ombuds Association for ten years. She is a member of the IOA Diversity, Equity, Inclusion, and Belonging (DEIB) Committee.

