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تنظمة الموفقين والوسطاء والرقابيين الإفريقية  
African Ombudsman and Mediators Association  
Association des Ombudsmen et Mediateurs Africains  
Associação dos Ombudsmen e Mediadores



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

THE UNIVERSITY OF KWAZULU-NATAL (UKZN)

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THE AFRICAN OMBUDSMAN RESEARCH CENTRE  
(AORC), A RESEARCH AND TRAINING ARM OF  
THE AFRICAN OMBUDSMAN AND MEDIATORS'  
ASSOCIATION (AOMA)

- Cordially invites you to a Facilitated Discussion -  
**ETHICAL, TRANSPARENT AND ACCOUNTABLE LEADERSHIP**

Tuesday, 14 December 2021

The Ombudsman is an independent, impartial public official with authority and responsibility to receive, investigate or informally address complaints about government actions, and, where appropriate, make findings and recommendations, and publish reports. The Ombudsman conducts inquiries and investigations in an impartial manner that is free from bias and conflicts of interest. "While the office of the Ombudsman is involved in a wide range of activities, there is no one aspect of our work that is more obviously important than ensuring integrity and ethics in the performance of public service."<sup>1</sup> Accountability, in turn, is essential for the effective functioning of administrative institutions and the delivery of public services. The previous European Ombudsman said in his speech entitled 'Ensuring ethics in public administration: The role of the Ombudsman' stated "...a core objective of the Ombudsman institution should be to promote and monitor high ethical standards in public administration. Undoubtedly, the challenge in an evolving society is always to maintain or improve standards - including ethical ones"<sup>2</sup>. This facilitated discussion will discuss whether there is a need for a general code of ethics for Ombudsman; the 2018 OECD Report on 'The Role of Ombudsmen in Open Government and the role that Ombudsman Institutions can play in delivering openness and transparency' and promoting ethics and accountability in government and Ombudsman institutions.

Please click on the RSVP link below should you wish to participate.

**DATE**

Tuesday, 14 December 2021

**TIME**

10h00 – 11h30

**SPEAKERS**

Speaker 1:

Ms Emily O'Reilly, European Ombudsman,  
who will focus on 'Why Ombudsmen must lead by example on ethics and transparency'

Speaker 2:

Mr Rob Behrens, Parliamentary and Health Service Ombudsman  
who will discuss 'the 2018 OECD Report on The Role of Ombudsmen in Open Government and the role that Ombudsman Institutions can play in delivering openness and transparency'.

Speaker 3:

Hon. Judge Florence Mumba, Former Ombudsman of Zambia,  
who will focus on 'Promoting ethics and accountability in government and Ombudsman Institutions'

**FACILITATOR**

Hon. Soleman M. Hatteea, Ombudsman of Mauritius

**RSVP [HERE](#)**

Please note that there will be no live question and answers due to time constraints. Participants may however submit relevant questions to Franky Lwelela (Lwelela@ukzn.ac.za) or Marion Adonis (adonism@ukzn.ac.za) by **10:00 on Monday, 13 December 2021** 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 made available on the AOMA/AORC website [www.aoma.ukzn.ac.za](http://www.aoma.ukzn.ac.za).

**ENQUIRIES ONLY**

Franky Lwelela  
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Marion Adonis  
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<sup>1</sup> Field, C, Western Australian Ombudsman's speech delivered at the Ethical Leadership and Governance in the Public Sector Conference, 2008. available from: [https://www.ombudsman.wa.gov.au/Publications/Documents/speeches/2008\\_PSC.pdf](https://www.ombudsman.wa.gov.au/Publications/Documents/speeches/2008_PSC.pdf) accessed on 29 October 2021.

<sup>2</sup> European Ombudsman's presentation to the International Ombudsman Institute World Conference: 'Ensuring ethics in public administration: The role of the Ombudsman', 15 Nov 2012, Wellington, New Zealand, available from: <https://www.ombudsman.europa.eu/en/event/en/676> accessed on 29 October 2021.

# SPEAKER & FACILITATOR

## PROFILES



**Hon. Soleman M. Hatteea**, Ombudsman of Mauritius since February 1990. Secondary Studies: Royal College, Port Louis. Professional Studies: 1. Lincoln's Inn, London, Called to the Bar in 1969. Faculté de Droit (Assas) Paris 1969 – 1970. Practice: Private practice 1970 – 1972. Professional posts since 1972: - Crown Counsel- District Magistrate, - Senior District Magistrate, - Senior Crown Counsel, - Principal Crown Counsel- Assistant Solicitor General- Has also acted as Director of Public Prosecutions and Solicitor General on several occasions.

**Ms. Emily O'Reilly** was first elected as the European Ombudsman in July 2013. Following the European Parliament elections, she was re-elected for a five year mandate in December 2014 and again in December 2019. As the European Ombudsman she investigates maladministration in the institutions and bodies of the European Union. In 2016, Ms O'Reilly featured on Politico's list of women who shape Brussels. She was awarded the Schwarzkopf Europe Award in 2017, the Prague European Summit Vision for Europe Award in 2018, and the University of Flensburg 'Europa prize' in 2020 in recognition of her work. From 2003 until 2013, Ms O'Reilly was the first female Ombudsman and Information Commissioner in Ireland and was additionally appointed Commissioner for Environmental Information in 2007. As national Ombudsman Ms O'Reilly was conferred in 2008 with an Honorary Doctorate in Law by the National University in Ireland for her work in promoting human rights throughout her career. In 2014 she was awarded an Honorary Doctorate of Law from the University College Dublin for her decade long commitment as Irish Ombudsman. As a former journalist, author and political editor, Ms O'Reilly's career has attracted significant domestic and international recognition, including a Harvard University Fellowship in 1988 and multiple national awards. She has written three critically acclaimed books on Irish politics and media and is a current member of the International Advisory Board of Harvard's Nieman Foundation for Journalism. In the course of her journalistic career, she won two awards: Woman Journalist of the Year in 1986 and Journalist of the Year in 1994. Ms O'Reilly is married and has five children.



**Mr. Rob Behrens** was appointed Parliamentary and Health Service Ombudsman, the UK national Ombuds service, on 6 April 2017 following a career as an academic, the UK senior civil service and Ombudsman jobs. Rob worked on capacity building for the liberation movements in preparation for a post-apartheid civil service in South Africa (1991-7). In this role, for which he was thanked personally by President Nelson Mandela, he briefed the Constitutional Assembly in Cape Town on public service reform, ran development programmes and attachments for leading liberation cadres, and contributed to the embryonic development of the Ministry of Public Service. Rob then became director of the UK Cabinet Office's International Public Service Group and in 2003 was appointed Secretary to the Committee on Standards in Public Life. Rob then moved into the Ombudsman sector, first as Complaints Commissioner at the Bar Standards Board and then the Office of the Independent Adjudicator in England and Wales. Rob transformed the OIA into a modern Ombudsman service by focusing on promoting good practice and providing a more efficient and effective service to complainants. Rob was awarded a CBE in the 2016 New Year's

Honours List for his services to higher education. As Parliamentary and Health Service Ombudsman, Rob has worked with colleagues to develop the professionalism, transparency, and citizen-sensitivity through challenging times. Rob has supported Manchester City FC since 1952.



**Justice Florence Ndepele Mwachande Mumba** was born 1948 in Zambia. She received her Bachelor of Laws from the University of Zambia in 1972. She was appointed Legal Counsel in Zambia from 1973 to 1980. In October 1980 she was the first woman to be appointed High Court Judge in Zambia. She was elected to the UN Commission on the Status of Women, 1993-1995. She represented Zambia at the Beijing World Conference on Women in 1985. She served as national Ombudsman from 1989 to June 1997 when she was appointed to the Supreme Court of Zambia where she retired in January 2014. From 1992 to 1996, she served as Director for Africa on the International Ombudsman Board, later as Vice President of the Board. She served as Commissioner on the International Commission of Jurists, 1994 to 2003. As Commissioner, she participated in drafting the Protocol to the African Charter on Human and Peoples Rights on the establishment of the African Court of Justice in 1995. As a Commonwealth Secretariat expert, she participated in drafting a constitution amendment for the establishment of a national Ombudsman for The Gambia, 1993. In 1997, she was elected Judge of the International Criminal Tribunal for Yugoslavia (ICTY). She served as Vice President of the ICTY, from 1999 to 2001. From 2003 to 2005, she served on the ICTY/ICTR (The International Criminal Tribunal for Rwanda) Appeals Chamber. She was appointed to the African Union High Panel on Darfur in 2009. In the same year, she was appointed Reserve Judge of the Extraordinary Chambers in the Courts of Cambodia. She now serves on the Supreme Court Chamber as a full time International Judge.

