



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** -

Strengthening Implementation: Ensuring Effective Execution of the Ombudsman's Recommendations

The true power of an Ombudsman institution goes beyond uncovering injustice, it lies in transforming recommendations into lasting improvements for citizens. This dynamic webinar will delve into the practical systems, tools, and strategies that Ombudsman offices can use to ensure their findings lead to real, measurable outcomes.

Across the continent, Ombudsman institutions often face significant obstacles in getting their recommendations implemented, from institutional pushback and weak enforcement powers to limited internal follow-up capacity. Left unaddressed, these challenges can dilute the impact of the Ombudsman's work and diminish public trust.

This webinar offers practical, high-impact strategies to help Ombudsman institutions turn recommendations into results. From building strong internal follow-up systems to using legal levers, forming powerful alliances, and overcoming resistance, the session will equip participants with the tools to strengthen compliance, amplify influence, and drive meaningful change.

Through case studies, peer experiences, and shared best practices, this webinar will highlight how stronger internal systems can turn recommendations into reforms, shifting the Ombudsman from a voice of reason to a catalyst for transformation.

Make your institution more effective. Join us and be part of the movement that ensures Ombudsman findings are not just heard, but acted upon. Unlocking Impact: Turning Ombudsman Recommendations into Real Change.

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

DATE

TUESDAY, 15 JULY 2025

TIME

10H00 – 11H30 AM SA (GMT + 2)

SPEAKERS

SPEAKER 1 – HON. CAROLINE SOKONI
PUBLIC PROTECTOR, ZAMBIA & SECRETARY GENERAL, AOMA

The internal mechanisms Ombudsman offices can adopt to improve the follow-up and implementation of their recommendations.

SPEAKER 2 – MR. NASIR JAMAL PASHA
ADVISOR AT HEALTH SERVICES MONITORING, OFFICE OF THE OMBUDSMAN PUNJAB, PAKISTAN
Collaboration with oversight bodies, to increase implementation pressure.

SPEAKER 3 – ADV. JOHN WALTERS
FORMER OMBUDSMAN OF NAMIBIA
Practical strategies to overcome resistance to implementation and drive systemic change

FACILITATOR

HON. TEJAN AHMED ISRAEL JAH, ESQ
OMBUDSMAN OF SIERRA LEONE

[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, 14 July 2025 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

OR

Franky Lwelela

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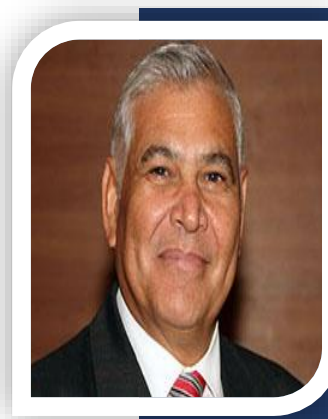
SPEAKER & FACILITATOR PROFILES



Hon. Caroline Chuma Zulu Sokoni, is the current Public Protector of Zambia and the Secretary General of AOMA. She has served in the office of the Country's National Ombudsman for sixteen (16) years. Hon. Sokoni began her professional career in 1989 as a State Advocate under the then Ministry of Legal Affairs (now known as Ministry of Justice). She has a Masters of Law in Criminology from Queen Mary and Westfield College, University of London in the United Kingdom and served under the Ministry of Justice for fifteen years. Hon. Sokoni was appointed as Acting Director of Public Prosecutions for the Republic of Zambia in February 2004, and was also appointed as the Task Team leader for the Legal component of the Water Resources Management Project, a policy formulation body

tasked to spearhead the reform of the Water Resources Management process in Zambia. Hon. Sokoni presided over the Town and Country Planning Tribunal as the Vice Chairperson between 2003 and 2005. In November 2004, she was appointed as the Investigator General for Zambia's National Ombudsman Office. At the time of her appointment the Office was known as the Commission for Investigations.

Adv. John Walters is the former Ombudsman of Namibia (2004-2021). He obtained the degrees B.A. (1977) and L.L.B. (1980) from the University of the Western Cape in South Africa and was admitted as an advocate of the Supreme Court of South Africa (South West Africa Division; as it was then called) in 1981. Mr. Walters has been a career prosecutor since 1981 and a magistrate since 1985. He spent some time in private practice until he was appointed as Acting Prosecutor-General in December 2002 until 31 December 2003. From April 1998 until March 2006, Mr Walters was the Chairperson of the Transportation Commission of Namibia; he was a member of the Board for Legal Education from 1996 to March 2004 and a member (ex officio) of the Law Reform and Development Commission of Namibia since July 2004 until date. Mr. Walters was also a Board member of the African Ombudsman Research Centre. Mr. Walters was appointed Ombudsman of the Republic of Namibia in July 2004. He succeeded Adv. Bience Gawanas as the third substantive Ombudsman of Namibia. Mr. Walters joined the International Ombudsman Institute (IOI) Board of Directors as African Regional Vice-President in 2009. He was elected 1st Vice-President of the IOI in 2012 and President of the IOI in October 2014. His term of Office as President of the IOI ended in November 2016.



Hon. Dr. Muhammad Nasir Jamal PASHA has a distinguished career spanning over three decades, Dr. Muhammad Nasir Jamal Pasha has steadily risen through the ranks of the Punjab Employees Social Security Institution (PESSI), serving with integrity and excellence. From his early days as a medical practitioner to his appointments as Director Medical (HQ) and Medical Advisor, Dr. Pasha has demonstrated steadfast leadership in policy formulation, hospital operations, and public health administration. A result-oriented and self-motivated professional, Dr. Pasha has a strong foundation in medical data analysis, program development, and the design and evaluation of health service delivery systems. His tenure

included chairing key committees on cardiac care, medical procurement, disability boards, and COVID-19 management, showcasing his capacity for strategic and crisis-driven decision-making. Academically accomplished, Dr. Pasha holds a Diploma in Child Health and an MBBS from the University of the Punjab. He has been recognized for outstanding civil service by the Chief Minister of Punjab. Throughout his career, he has combined scientific knowledge with strong communication, organizational, and analytical skills, making impactful contributions to healthcare systems and policies in Pakistan.

Hon. Tejan Ahmed Israel Jah is a Barrister and Solicitor of the High Court of Sierra Leone with over 15 years of legal experience. He began his career at Shears Moses & Co. and Marcus Jones & Co. law firms, later serving as a Magistrate in the Judiciary of Sierra Leone. He has extensive experience in both private and corporate sectors, holding key positions in government agencies such as Legal Officer at the Right to Access Information Commission and Acting Director of Legal Affairs at the Social Security Institution. In private practice, he worked with NGOs like Advocaid and Defence for Children International, providing legal aid to indigent women, girls, and juveniles. Tejan Jah lectures at the University of Makeni, IPAM, and Njala University, and serves as a Council member on the General Legal Council. He holds an LL.B from Fourah Bay College, an MBA from IPAM, and an LL.M from the University of Salford, UK.

