THE AFRICAN OMBUDSMAN RESEARCH CENTRE (AORC)

A RESEARCH AND TRAINING ARM OF

THE AFRICAN OMBUDSMAN AND MEDIATORS ASSOCIATION (AOMA)

WITH SUPPORT FROM

THE INTERNATIONAL OMBUDSMAN INSTITUTE (IOI)

- Cordially invite you to a special webinar -

ROLL-OUT OF PRACTICAL TOOLKITS FOR OMBUDSMAN INSTITUTIONS

Two toolkits. Practical steps for stronger oversight.

How can Ombudsman institutions turn recurring complaints into evidence for systemic reform? How can investigators handle digital evidence and manage case records securely?

This webinar launches two practical toolkits informed by the March (2026) Durban and July (2026) Windhoek training. The speakers will walk participants through the tools, templates and guidance, and show how offices can adapt them to their mandates and resources.

✨ This webinar will explore:

- ✔ Using complaint data to identify recurring issues and inform systemic recommendations
- ✔ Connecting Ombudsman work to the Sustainable Development Goals, especially SDG 16 on peace, justice and strong institutions
- ✔ Planning investigations, conducting interviews and handling evidence
- ✔ Using digital tools to organise case records and protect sensitive information

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

DATE

TUESDAY, 1 DECEMBER 2026

TIME

10H00 – 13H00 SA (GMT + 2)

SPEAKERS

SPEAKER 1 – MR ROGERS DHLIWAYO

DEVELOPMENT ECONOMIST AND FORMER ECONOMICS ADVISER, UNDP SOUTH AFRICA

Using Ombudsman Powers to Strengthen Governance and Advance the Sustainable Development Goals

SPEAKER 2 – MS LEHANA NEL

FORENSIC ACCOUNTANT AND CERTIFIED FRAUD EXAMINER, ACFE NAMIBIA

Forensic Investigations and Digital Case Handling: Integrating Technology into Ombudsman Work

FACILITATOR

PROF. MANOJ MAHARAJ

PROFESSOR IN INFORMATION SYSTEMS AND HEAD OF DISCIPLINE: COMPUTER SCIENCE

UNIVERSITY OF KWAZULU-NATAL

CLICK HERE TO RSVP

Who should attend: Ombudsman institutions and their staffs, particularly complaints officers, investigators, legal and policy staff, case management and ICT teams, institutional trainers, and colleagues from other oversight bodies.

Questions and discussion: Please review the toolkits before the webinar and submit any questions when you register. If possible, include the toolkit title and the relevant section or page. You may also submit relevant questions to Franky Lwelela (FrankyAorc@pprotect.org) or Marion Adonis (MarionAorc@pprotect.org) by 10:00 on Saturday, 28 November 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

Marion Adonis

Email : MarionAORC@pprotect.org

OR

Franky Lwelela

Email : FrankyAORC@pprotect.org

VEHICLE FOR PROMOTING GOOD GOVERNANCE AND THE RULE OF LAW IN AFRICA

SPEAKER & FACILITATOR PROFILES



Mr Rogers Dhliwayo is a development economist with over 20 years of experience in research, teaching and policy advice. He served as Senior Economist and Economics Adviser at UNDP South Africa and has worked with the Reserve Bank of Zimbabwe, the World Bank and Productivity SA. His academic experience includes the University of Zimbabwe and the Catholic University of Mozambique. He has worked across Zimbabwe, Mozambique, South Africa, Botswana, Tanzania and Kenya. His research covers macroeconomic stability, growth, poverty reduction, public debt, barriers to moving beyond middle-income status, and sustainable natural resource management. He has written on youth employment and skills in South Africa, the role of businesses in implementing, financing and reporting on the Sustainable Development Goals (SDGs), and how South Africa can accelerate SDG progress within its fiscal constraints. His work also explores how behavioural insights can improve policy design and delivery and what capabilities public institutions need to meet future challenges. He contributed to the review of AORC's toolkit on using Ombudsman powers to strengthen governance and advance the SDGs.



Ms Lehana Nel is a forensic accountant, governance adviser and Certified Fraud Examiner based in Windhoek, Namibia. She is affiliated with the Namibia Chapter of the Association of Certified Fraud Examiners (ACFE). She studied international trade and marketing as well as forensic auditing. Her professional practice spans accounting, tax and business consulting. She also provides corporate training and technical writing services. Her writing explores practical financial questions, including how to reconcile discrepancies in loan records. She was a speaker at the launch of the ACFE Namibia Chapter. She has also spoken publicly about the importance of fighting fraud in Namibia. At the 2023 Namibia Corporate Law Reform Summit, she delivered the opening welcome as the Namibia representative of the Chartered Institute for Business Accountants (CIBA). Her work with CIBA has included representing the institute on the Law Reform Committee of Namibia's Business and Intellectual Property Authority. She has also served on the Ethics and Sustainable Development Committee of the International Association of Financial Executives Institutes. Lehana contributed to AORC's July 2026 training in Windhoek on forensic investigations and digital case handling. She brings that experience to the rollout of AORC's practical toolkits for Ombudsman institutions.



Professor Manoj Maharaj is a highly respected figure in the School of Management, IT, and Governance at the University of KwaZulu-Natal. With a remarkable career spanning over thirty years, he has made a lasting impact in academia. As a Professor in the Discipline of Information Systems & Technology, Prof. Maharaj's expertise shines brightly. His extensive experience encompasses leadership and management positions in higher education and training institutions. He possesses a profound understanding of legislation policies and procedures pertaining to state-owned enterprises (SOEs), establishing him as a sought-after authority in this field. Prof. Maharaj's knowledge of the ever-evolving ICT sector is unparalleled. His in-depth research and numerous publications have significantly contributed to advancing knowledge and innovation. Beyond his achievements, Prof. Maharaj is passionate about fostering the growth of future scholars. He has played a pivotal role in developing intellectual capacity, empowering aspiring minds to explore new frontiers and challenge existing boundaries. Prof. Maharaj began his academic journey by earning a BSc (Hons) from the University of Durban-Westville (UDW). He further enhanced his education with an MSc from the University of the Witwatersrand, culminating in completing a PhD from the University of Natal. These achievements solidify his esteemed position within the University of KwaZulu-Natal. Through his unwavering dedication to education, research, and leadership, Professor Manoj Maharaj inspires generations of scholars, illuminating the path toward excellence.

PROGRAMME SUPPORT

This webinar forms part of the 2026 AORC Capacity-Building Programme, supported by the African Renaissance and International Cooperation Fund (ARF) of South Africa's Department of International Relations and Cooperation (DIRCO), through Public Protector South Africa.

The IOI provided regional subsidy support for the development of the forensic investigations toolkit.