



**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 -**

Maximising Impact and Reach: Strengthening the Influence and Scope of the Ombudsman's Recommendations

Ombudsman institutions are vital in advancing fairness, accountability, and the protection of human rights. Beyond resolving complaints, their recommendations can serve as powerful tools for systemic reform, shaping governance and administration in meaningful ways. This webinar brings together leading Ombudsman practitioners and experts to share practical strategies for maximising the uptake, influence, and long-term impact of Ombudsman recommendations. It will focus on strengthening legal frameworks, engaging civil society and the media, and using monitoring tools to ensure that Ombudsman recommendations lead to real improvements in governance and human rights protection

✦ Key Focus Areas

- ✓ Strengthening legal and institutional frameworks to secure compliance with Ombudsman recommendations
- ✓ Promoting advocacy and public engagement, including the role of civil society and media in supporting implementation
- ✓ Using external monitoring tools to track whether recommendations are implemented and result in reforms

Who Should Attend: Ombudsman, staff, oversight actors, and professionals interested in governance, accountability, and human rights.

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

DATE

TUESDAY, OCTOBER 7, 2025

TIME

10H00 – 11H30 AM SA (GMT + 2)

SPEAKERS

SPEAKER 1 – HON. DAVID BONDIA GARCIA
OMBUDSMAN OF BARCELONA

LEGAL AND INSTITUTIONAL STRATEGIES FOR STRENGTHENING OMBUDSMAN RECOMMENDATIONS – EXPLORING LEGAL FRAMEWORKS AND MECHANISMS TO ENSURE GREATER COMPLIANCE

SPEAKER 2 – HON. YANKURIJE ODETTE
DEPUTY OMBUDSMAN OF RWANDA

MEASURING SUCCESS: EXTERNAL TOOLS FOR MONITORING THE IMPLEMENTATION AND IMPACT OF OMBUDSMAN RECOMMENDATIONS – DISCUSSING METHODS FOR TRACKING AND ASSESSING THE EFFECTIVENESS OF OMBUDSMAN RECOMMENDATIONS

SPEAKER 3 – HON. PROFESSOR TAOLE MOKOENA
HEALTH OMBUDSMAN – SOUTH AFRICA
PARTNERSHIPS, ADVOCACY AND PROMOTING SYSTEMIC GENDER EQUITY

FACILITATOR

ADV. BUSISIWE MNGOMA
OMBUDSMAN OF THE UNIVERSITY OF KWAZULU NATAL, 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, 06 October 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

Email : FrankyAORC@pprotect.org

SPEAKER & FACILITATOR PROFILES



Hon. David Bondia Garcia was appointed Ombudsman of Barcelona in October 2021. He previously served as President of the Institute of Human Rights of Catalonia, member of the Board of Trustees of the Fundació Solidaritat UB, and part of the Catalan Mechanism for the Prevention of Torture. He was also Vice President of the Estructura de Drets Humans de Catalunya, where he drafted Catalonia's first Human Rights Plan, a member of the Catalan Council for the Promotion of Peace, and on the Executive Committee of the EuroMed Rights Network. He has taken part as an expert in international missions with the EU, AECID, the Council of Europe, and the UNDP. He is Associate Professor of Public International Law and International Relations at the University of Barcelona,

and has lectured at universities across Europe, the Americas, Africa, and Asia. His research focuses on international protection and on mechanisms at national and local levels to safeguard human rights. As a jurist, he contributed to the drafting and implementation of the European Charter for the Safeguarding of Human Rights in the City, advising local ombudsman offices, the FòrumSD, and municipalities. He was recently elected President of the Global Alliance of Local Ombudspersons (AGOL), created in 2019 to promote a human rights-based approach locally, with a gender perspective and attention to socio-environmental challenges. AGOL works to strengthen institutional links and international cooperation.

Note: The rights of the picture are assigned to Martí Petit.

Hon. YANKURIJE Odette is the Deputy Ombudsman of Rwanda in charge of preventing and fighting injustice, a position she has held since 2017. She brings extensive experience from the justice sector, having served 12 years at the Ministry of Justice in senior roles, including Principal State Attorney and Head of Department. She also served nine years as a Commissioner at the Rwanda Law Reform Commission. Odette holds two Master's degrees: one in International Business Law from Queen Mary University of London (United Kingdom) and another in Public Administration/Public Management from the National School of Public Administration of Quebec, Canada. She also earned a Bachelor of Laws from the University of Rwanda. In addition, she obtained a Postgraduate Diploma in Legal Practice from the Institute of Legal Practice and Development in Rwanda and a Diploma in Mediation from Eduard Mediation Academy in the USA. Beyond her professional duties, Odette is deeply committed to social justice. She is an active member of HAGURUKA ("Stand Up"), a local NGO dedicated to defending the rights of women and children. Recognized as hardworking and passionate about fairness, Odette continues to dedicate her career to strengthening justice, equality, and human rights in Rwanda..



Hon. Professor Taale Mokoena is the Health Ombud. He is a medical graduate of the University of Natal and DPhil from Oxford University. He is a retired Professor and Head of the Department of Surgery at the University of Pretoria. The thrust of the work of the Health Ombud is to protect and promote the health and safety of users of health services by monitoring and considering, investigating and disposing of complaints or media reports of infractions of norms and standards in the national health system. He makes recommendation of remediation and improvements of healthcare delivery within institutions and the healthcare system. Professor Mokoena continues to engage in teaching and research on a part-time basis at the University of Pretoria Medical School.

Adv. Busisiwe Mngoma is the Ombud at the University of KwaZulu-Natal. She holds a B.Iuris, LLB, and LLM degrees from the University of Durban-Westville and the University of KwaZulu-Natal. A CD/ACDS, DISAC accredited mediator and a member of the International Ombudsman Association (IOA), she has extensive experience in conflict resolution, governance, human rights and labour law, among others. She served as an Assistant Ombud to Chief Justice Pius Langa, and Former Constitutional Court Judge Zak Yacoob. She has held various positions in both the private and public sectors, including being a KZN Regional Legal Advisor for Law for All, a KZN Regional Advisor for SAPU, a Manager for the ADR Unit at UKZN, and a consultant mediator for Mediatori. Her main expertise relates to administrative justice, with a particular emphasis on the Ombud institution, complaint procedures, bureaucratic behavior, access to justice, and the design of dispute systems. As an independent consultant, she has conducted a number of research, advisory, training, and monitoring and evaluation projects for state entities such as the Department of Higher Education and the Human Rights Commission.

