



Pakistan Hosts IOI Asian Regional Meeting & International Conference 2025 in Lahore



(IOI Asian Regional Meeting & International Conference at Pearl Continental, Lahore, October 2025)

The International Ombudsman Institute (IOI) Asian Regional Meeting and International Conference 2025 were successfully held in Lahore, marking a historic milestone as Pakistan hosted this prestigious global gathering for the 1st time. Presided over by the Honourable Ombudsman Punjab and IOI First Vice President, Ms. Ayesha Hamid, the event brought together esteemed Ombudsmen and delegates from Macao, Bahrain, Timor-Leste, Japan, Azerbaijan, South Africa, Austria, Gibraltar, Indonesia, the Kyrgyz Republic, and Papua New Guinea.

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IOI Asian Regional Meeting & International Conference 2025



(IOI Asian Regional Meeting & International Conference at Pearl Continental Hotel, Lahore, October 2025)



(IOI Asian Regional Meeting & International Conference delegates visiting Aitchison College, Lahore)

The International Conference was convened under the theme “Strengthening the Rule of Law through Ombudsman Institutions.” The theme was explored through two substantive sessions focusing on the accessibility of justice and accountability in governance, allowing participants to exchange experiences and best practices from across the globe.

The three day event served as a dynamic platform to enhance institutional cooperation and reaffirm the critical role of Ombudsman institutions in safeguarding citizens’ rights and promoting good governance. The Opening Ceremony featured an address by Mr. Ejaz Ahmad Qureshi, Federal Ombudsman of Pakistan, who underscored the importance of transparency, citizens’ rights, and regional collaboration among Ombudsman institutions.

The Asian Regional Meeting was held in the 1st half of the day, during which Mr. Somsak Suwansujarit, Asian Regional President of the IOI and Chief Ombudsman of Thailand, provided a summary on the IOI Board of Directors meeting held in Rabat, Morocco, in May 2025. He also introduced the content of the resolution adopted by the United Nations General Assembly (2024) on the role of Ombudsman and mediator institutions in promoting and protecting human rights, good governance, and the rule of law.

Session I

“Making the Rule of Law Accessible: The Ombudsman as a Bridge between People and Government.”

Speakers included:

- Mr. Aydin Safikhanli, Head of the Office of the Commissioner for Human Rights (Ombudsman) of Azerbaijan
- Ms. Dzhamanbaeva Dzhamilya, Ombudsman of the Kyrgyz Republic
- Mr. Bobby Hamzar Rafinus, Vice Chairman of the Ombudsman of Indonesia
- Mr. Daisuke Otsuki, Deputy Director-General from Japan
- Ms. Fauzia Viqar, Federal Ombudsperson for Protection against Harassment of Women at the Workplace, Pakistan
- Ms. Rubab Mehdi, Ombudsperson, Khyber Pakhtunkhwa, Pakistan



Session II

“Ensuring Accountability and Good Governance in Public Administration.”

Speakers included:

- Mr. Vasco Lopez, Advisor, Macao Special Administrative Region
- Mr. Asif Mahmood Jah, Federal Tax Ombudsman of Pakistan
- Mr. Virgilio Da Silva Guterres, Chief Ombudsman for Human Rights and Justice, Timor-Leste
- Mr. Mumtaz Ali Shah, Federal Insurance Ombudsman of Pakistan
- Mr. Richard Pagen, Chief Ombudsman of Papua New Guinea

Beyond formal sessions, delegates experienced Lahore’s vibrant cultural and architectural heritage through visits to the Badshahi Masjid, Masjid Wazir Khan, Lahore Museum, Fakir Khana Museum, Bamba Collection, and Shahi Hammam. These excursions provided participants with an enriching cultural experience and a deeper appreciation of Lahore’s historic legacy, reinforcing cross-cultural understanding and camaraderie among international participants.



(Group of delegates standing in front of Masjid Wazir Khan, Delhi Gate, Lahore)



(Group of delegates standing in front of Badshahi Masjid, Lahore)



(Group of delegates standing in front of Lahore Fort)



(Delegations attending dinner at Governor House, Lahore)

The conference concluded with closing remarks by Mr. Bernhard Achitz, Member of the Austrian Ombudsman Board and Secretary General of the IOI, who commended Pakistan’s exceptional hospitality and the outstanding arrangements made by the Office of the Ombudsman Punjab. He lauded the spirit of collaboration demonstrated throughout the proceedings and observed that the Lahore Conference had set a remarkable precedent in fostering global cooperation, strengthening institutional capacities, and advancing the Ombudsman mission of accountability, transparency, and service to citizens.



PUBLIC PROTECTOR SOUTH AFRICA'S 30TH ANNIVERSARY INTERNATIONAL CONFERENCE



(Left to right: Mr. Luis Gabriel Franceschi, Assistant Secretary General of the Commonwealth, Mr. Andries Carl Nel, Deputy Minister for Justice and Constitutional Development, Mr. Matamela Cyril Ramaphosa, President of South Africa, Ms. Nompilo Kholeka Gcaleka, Public Protector of South Africa and Ms. Ayesha Hamid, Ombudsman Punjab, Pakistan)

The Office of the Ombudsman Punjab participated in an International Conference in Cape Town, South Africa (13–16 October 2025) hosted by the Public Protectors of South Africa. Represented by Ms. Ayesha Hamid, Ombudsman Punjab and First Vice President IOI, the Office's Complaint Management Information System received strong international appreciation and interest.

PROBLEMS OF HUMAN RIGHTS PROTECTION: EXCHANGE OF BEST PRACTICES OF OMBUDSMAN



(Participants from IX International Scientific-Practical Conference in a group photo)

The IX International Scientific-Practical Conference on Human Rights was held in Moscow (21–25 October 2025). Ombudsman Punjab, Ms. Ayesha Hamid, highlighted the link between human rights and digitalization, addressing data misuse, digital delays, and online grievance gaps. She showcased initiatives like ISO 9001:2015 QMS certification, 24/7 helpline, outreach programs, and efforts to protect minorities, women, and children.

EUROPEAN OMBUDSMAN INSTITUTE (EOI) GENERAL ASSEMBLY 2025



(Participants; Prof. Dr. Dragon Milkov, President EOI, Jürg Trachsel, Vice President EOI, Nina Karpachova, Vice President EOI, Wolfgang Schloh, Vice President EOI and Ayesha Hamid, Ombudsman Punjab)



(The Public Protectors South Africa 30th Anniversary, Cape Town - October 2025)

The Office of the Ombudsman Punjab participated in the EOI General Assembly 2025 in Novi Sad, Serbia, on 28 October 2025, marking its debut as a member following formal admission on 26 September 2025, reflecting its expanding role in international ombudsman cooperation.

Ombudsman Punjab, Ms. Ayesha Hamid, First Vice President IOI and IOI Asian Regional Director, highlighted the institution's mandate to address maladministration and ensure accessible justice, particularly for citizens in rural and remote areas. She outlined key achievements, including a 97% complaint resolution rate, recovery of public funds and land, financial relief to deserving individuals, outreach initiatives such as mobile complaint vans and a 24/7 helpline. The presentation also emphasized on institutional reforms through international certifications, including ISO 9001:2015 QMS and ongoing ISO 27001 efforts, underscoring the Office's commitment to transparency, accountability, and service excellence.

OMBUDSMAN PUNJAB STRENGTHENS CAPACITY BUILDING THROUGH INTERNATIONAL TRAINING WITH FEDERAL OMBUDSMAN BELGIUM



(Inframe, Sami Ullah, Advisor (Finance & Procurement)/ (IT Infrastructure & Development) and Afzaal Waris, MIS Expert, Incharge IT Development & CMIS Wing)

The Office of the Ombudsman Punjab conducted a virtual training session in collaboration with the Federal Ombudsman Institution of Belgium on November 5th, 2025, aimed at facilitating its officers and staff with international best practices, complaint-handling methods, and operational procedures adopted in Belgium.

Ms. Greet van Gool, Director at the Federal Ombudsman of Belgium, conducted an extensive session briefing about their institution's mandate, complaint processing framework, and strategies to engage citizens. Senior advisors and officers from the Office of the Ombudsman Punjab were part of the session.

PARTICIPATION IN OICOA SUB-COMMITTEE ON WOMEN RIGHTS

The Office of the Ombudsman Punjab participated in the OICOA Sub-Committee on Women Rights, reaffirming its commitment to protecting and promoting women's rights. Represented by Mr. Arif Anwar Baloch, discussions focused on strengthening grievance redressal, harmonized approaches, and accountability frameworks.



(Mr. Arif Anwar Baloch, Advisor Inspection & Monitoring, attending the OICOA Sub-Committee Webinar)

THE ROLE OF OMBUDSMAN INSTITUTIONS IN ADVANCING DISABILITY RIGHTS THROUGH CORPORATE ACCOUNTABILITY

The Office of the Ombudsman Punjab participated in the Webinar on "Protection of the Rights of Persons with Disabilities in the Context of Corporate Responsibility: The Role of Ombudsman Institutions" organized by The Asian Ombudsman Association (AOA) Secretariat. Participants from the Office of the Ombudsman Punjab included Mr. Tariq Mahmood (Advisor, Implementation-I), Dr. Masood Saleem (Advisor, Implementation-II), Dr. Muhammad Ajmal Khan (Advisor, Implementation-III) and Mr. Nadeem Hassan Gohar (Registrar-II).

Awareness Sessions



Awareness Seminar at Bahauddin Zakariya University Sub-Campus, Lodhran



Awareness Seminar at Brookfield School, Rahim Yar Khan



Awareness Session in Karam Dad Qureshi, Muzaffargarh



Anti-Corruption Day Activity at Islamia University, Bahawalpur

Awami Khidmat Programme expands across Punjab over 2500 complaints received through mobile van outreach

Office of the Ombudsman Punjab, in its effort to reach out to people at the grassroots level, through the Awami Khidmat Programme, has extended its services beyond Lahore to other major cities, enhancing citizens' access to a free-of-cost complaint redressal system via a mobile van. The initiative was earlier launched in South Punjab, where the van visited Multan, Lodhran, and Muzaffargarh, receiving over 1,000 complaints. The success in South Punjab prompted further expansion to Faisalabad and Sargodha, where hundreds of additional complaints were received.

So far, the Awami Khidmat Programme has received **2,827 complaints** from across the Punjab, reflecting growing public trust in the Ombudsman's commitment to easy-to-reach, open and accountable, and services focused on citizen's needs.

Message from the Honourable Ombudsman Punjab

As we enter 2026, the Office of the Ombudsman Punjab reaffirms its commitment to accessible, transparent, and effective justice for all citizens. Guided by fairness, accountability, and people-centred service, the institution continues to strengthen public trust through institutional reforms, responsible use of technology, and expanded outreach.

With growing national and international engagement, the Office remains aligned with global best practices while addressing local needs, advancing ombudsmanship as a cornerstone of good governance and public confidence.



H.E. Ayesha Hamid, Ombudsman Punjab,
1st Vice President, IOI
IOI Asian Regional Director
Office of the Ombudsman Punjab

Message from the Honourable Secretary to the Ombudsman Punjab

In 2025, the Office of the Ombudsman Punjab strengthened service delivery through ISO 9001:2015 QMS certification, the revamp of Helpline 1050, expanded outreach, and the Awami Khidmat Mobile Van initiative. Hosting the IOI Asian Regional Meeting further enhanced international engagement. These achievements reinforced public trust and institutional credibility.

The Office enters 2026 with a continued commitment to efficient, responsive, and citizen-centred justice.



Mr. Kaiser Saleem, Secretary
Office of the Ombudsman Punjab



OFFICE OF THE
OMBUDSMAN PUNJAB

Issue: Oct — Dec 2025

Ensuring justice, accountability, and citizens' rights
for a fair Punjab

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