



**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 -
Integrating Alternative Dispute Resolution (ADR)
for effective case resolution in Ombudsman institutions**

Ombudsman institutions are often required to address complex and sensitive complaints involving both factual disputes and relationship dynamics. In many instances, investigation alone or Alternative Dispute Resolution (ADR) alone may not be sufficient to resolve such matters effectively. Ombudsman practitioners must therefore determine how best to integrate multiple approaches to achieve fair, efficient, and sustainable outcomes.

This webinar brings together experienced Ombudsman practitioners and experts to examine how ADR and investigative approaches can be combined in a structured and practical manner. Participants will gain valuable insights into hybrid dispute resolution methods that strengthen procedural fairness, improve case resolution efficiency, and enhance public trust in Ombudsman institutions.

The webinar forms part of AORC's mandate to strengthen capacity, professionalism, and good governance in African Ombudsman institutions. It is supported by the African Renaissance and International Cooperation Fund (ARF) and the International Ombudsman Institute (IOI), which promotes global collaboration and knowledge exchange.

✦ Key Focus Areas:

- ✓ Integrating ADR and investigation in case resolution
- ✓ Determining when ADR or investigation is appropriate
- ✓ Applying hybrid approaches to improve efficiency, fairness, and credibility
- ✓ Enhancing public trust and reducing case backlogs through structured dispute resolution

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

DATE

TUESDAY, MARCH 03, 2026

TIME

10H00 – 11H30 AM SA (GMT + 2)

SPEAKERS

**SPEAKER 1 – ADV. DINKIE DUBE
DEPUTY PUBLIC PROTECTOR OF SOUTH AFRICA
ADR TOOLS FOR OMBUDSMAN WORK**

**SPEAKER 2 – MR. PAULMAN CHUNGU
FOUNDING AND CO-MANAGING PARTNER, RANCHHOD | CHUNGU ADVOCATES, ZAMBIA
INVESTIGATION TECHNIQUES FOR COMPLEX COMPLAINTS**

**SPEAKER 3 – ADV. REVITAL ROTTENSTEIN ANANI
HEAD OF THE MEDIATION UNIT IN THE ISRAEL OMBUDSMAN OFFICE
WHEN AND HOW TO INTEGRATE ADR IN CASE HANDLING**

FACILITATOR

**MR. CHIDY LASBREY MARTINS
FELLOW, INSTITUTE OF CHARTERED MEDIATORS AND CONCILIATORS (ICMC), NIGERIA**

[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, 02 March 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 ONLY

Marion Adonis

Email : MarionAORC@pprotect.org



Franky Lwelela

Email : FrankyAORC@pprotect.org

SPEAKER & FACILITATOR PROFILES



Adv. Dinkie P. Dube was appointed as Deputy Public Protector effective 1 February 2026. Prior to this appointment, she served as Director-General of the Public Service Commission (PSC) for over four years, where she provided strategic leadership and oversight in advancing constitutional governance and public administration integrity. Adv. Dube brings more than 25 years of extensive experience in complaints management, investigations, and public sector oversight. Throughout her distinguished career, she has held several executive and senior management positions within constitutional oversight, investigative, and ombud institutions. These include serving as Head of the Gauteng Office of the Public Protector, Adjudicator General at the Community

Schemes Ombud Service, Chief Operations Officer at the Military Ombud, and Executive Manager and Acting Ombud at the City of Johannesburg Ombud. She holds a Bachelor of Arts (BA), Bachelor of Laws (LLB), and Master of Laws (LLM) in Constitutional and Human Rights Law, all obtained from the University of the Witwatersrand. In addition, she completed a Certificate in Mediation Strategies from the Singapore Mediation Centre. Adv. Dube's career reflects a sustained commitment to constitutional accountability, administrative justice, and the strengthening of public sector governance.

Mr. Paulman Chungu has extensive legal experience. He has practiced as a Lawyer for Thirty – Two (32) Years. He has worked in the public sector as an Advocate in the Attorney General's office, served as In-House Counsel for a multi-national corporation and in private practice, as an Associate and now is a founding and Co – Managing Partner of the firm Ranchhod | Chungu Advocates. Paulman possess a Bachelor of Laws Degree from the University of Zambia and a Master's Degree from Salford University in the United Kingdom. He is a Fellow of the Chartered Institute of Arbitrators. He is listed as an Arbitration Foundation of Southern Africa (AFSA) and International Convention on the Settlement of Investment Disputes (ICSID) panelist. Paulman has navigated the challenges of dispute resolution both within and outside Zambia. He has sat as a Sole Arbitrator and on panels of various Tribunals in high level and complex disputes and acted on behalf of parties as Counsel in numerous disputes. He has conducted training in Arbitration in Zambia and within the SADC sub-region and has attended at various conferences and seminars within Africa and Overseas. His knowledge of arbitration law and practice is extensive.



Adv. Revital Rottenstein Anani has over twenty years' experience in Administrative Law and Mediation. She holds an LL.B. and LL.M. from Bar Ilan University Law School. Since joining the Israel Ombudsman's Office in 2013 she has held progressively responsible positions. She has been Head of the Mediation Unit in the Ombudsman Office for the past decade. In this role, she identifies suitable complaints for mediation, provides strategic and professional guidance to mediators, and has personally mediated hundreds of disputes between complainants and public sector authorities. Adv. Rottenstein Anani is the co-author of the IOI best practice paper (BPP), Mediation as an effective tool in complaint investigation. She hosts forums and seminars in which she shares her expertise in Mediation with public sector officials including municipalities

on implementing effective Mediation techniques..

Mr. Chidy Lasbrey Martins is a distinguished dispute resolution practitioner and Fellow of the Institute of Chartered Mediators and Conciliators (ICMC), Nigeria. He has extensive experience in mediation, conflict management, and alternative dispute resolution across public and institutional sectors. He specialises in strengthening dispute resolution systems, improving access to justice, and promoting fair and efficient complaint handling. His work focuses on integrating mediation and investigative approaches to enhance institutional effectiveness and accountability. Mr. Martins has contributed to capacity-building programmes for Ombudsman institutions and public sector bodies, supporting the adoption of best practices in dispute resolution and governance. He is recognised for his expertise in facilitating dialogue, managing complex disputes, and promoting collaborative problem-solving. As a facilitator and speaker, he has supported regional and international initiatives aimed at strengthening governance, transparency, and public trust. His professional work continues to advance the effective use of ADR in Ombudsman and public accountability institutions.

