



THE AFRICAN OMBUDSMAN RESEARCH CENTRE (AORC)
 A RESEARCH AND TRAINING ARM OF
THE AFRICAN OMBUDSMAN AND MEDIATORS ASSOCIATION (AOMA)
 IN COLLABORATION WITH
THE OFFICE OF THE OMBUDSMAN PUNJAB, PAKISTAN

- Cordially invites you to a webinar -

**Evidence-Based Capacity Building - Strengthening African Ombudsman Practice
 Through Data, Learning and Institutional Innovation**



DATE
 Tuesday,
 30 June 2026



TIME
 10h00 – 12h00 South Africa Time (GMT+2)
 13h00 – 15h00 Pakistan Time (GMT+5)



LANGUAGE INTERPRETATION
 English | French | Arabic | Portuguese



African Ombudsman institutions operate in increasingly complex governance environments requiring stronger investigative capacity, evidence-based decision-making, and continuous institutional learning.



This webinar provides a unique platform for African Ombudsman institutions to reflect on how complaint data, quality assurance mechanisms, and capacity-building systems can strengthen Ombudsman practice, improve complaint resolution, and enhance systemic impact.



Drawing from the practical experience of the Office of the Ombudsman Punjab, Pakistan, participants will explore lessons and innovations that may be adapted to diverse African institutional realities.



SPEAKERS



Hon. Ms. Ayesha Hamid
 Ombudsman Punjab, Pakistan



Mr. Kaiser Saleem
 Secretary, Ombudsman Punjab



Mr. Ahmed Yar Khan
 Advisor: Research and Development



SPECIAL REFLECTOR AND FACILITATOR



Hon. Grace Malera
 Ombudsman of Malawi



WHO SHOULD ATTEND:

Ombudsman, Mediators, Deputy Ombudsman, investigators, case officers, researchers, governance professionals, accountability institutions, and public administration practitioners.

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ENQUIRIES ONLY



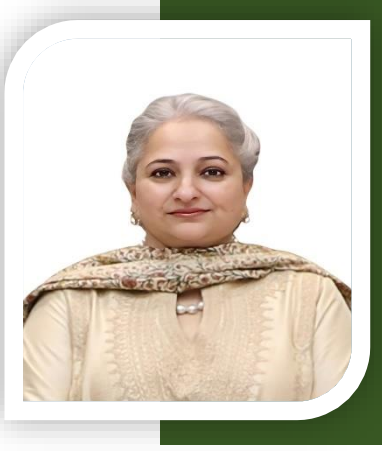
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**VEHICLE FOR PROMOTING GOOD GOVERNANCE
 AND THE RULE OF LAW IN AFRICA**

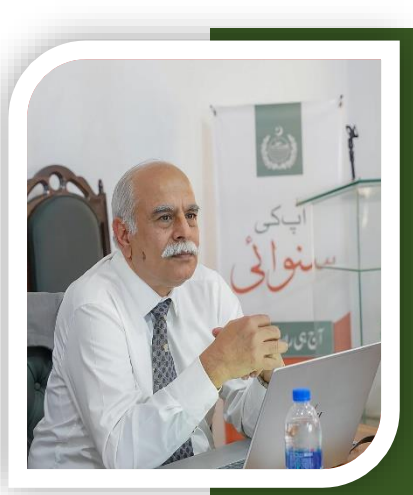
SPEAKER & FACILITATOR PROFILES



Ms. Ayesha Hamid is the 9th and first female Provincial Ombudsman of Punjab, Pakistan, appointed in October 2024. She brings over two decades of distinguished legal experience. Before assuming office, she headed Hamid Law Associates, one of Pakistan's oldest law firms. She graduated in law from Punjab University (1996) and became an Advocate of the High Court (2008) and Supreme Court (2016). She has handled major constitutional cases of national importance and is a member of several leading bar associations in Pakistan. Her expertise spans constitutional law, taxation, arbitration, banking, intellectual property, environmental law, civil litigation, and accountability matters. She has advised both public and private institutions and is widely respected for her commitment to justice, fairness, and accountability. As

Ombudsman Punjab, she has driven reforms in complaint resolution, institutional strengthening, citizen outreach, gender inclusion, and international cooperation. In 2025, she became the first Pakistani woman elected IOI Regional Director (Asia) and later First Vice President of the IOI Executive Committee, a historic achievement for Pakistan and the Asian region.

Mr. Kaiser Saleem is a senior member of the Pakistan Administrative Service (PAS) and assumed office as Secretary of the Ombudsman Punjab in September 2024. He brings extensive experience in public administration, governance, and institutional leadership. He holds an MSc in Environmental Leadership and Management from the University of Nottingham, UK, and has received extensive national and international professional training. During his distinguished career, he has served as Deputy Commissioner of Okara and Muzaffargarh, Director of the Anti-Corruption Establishment, Faisalabad, and Director General of the Multan Development Authority. He also held senior positions as Additional Secretary in the Home, Planning & Development, and School Education Departments of the Government of Punjab. Mr. Saleem later served as Secretary for Housing, Urban Development & Public Health Engineering, and Secretary for School Education, South Punjab. He has also led several foreign-funded development projects, demonstrating strong leadership in governance, institutional reform, and public sector management..



Mr. Ahmed Yar Khan is a senior civil servant from the Pakistan Administrative Service (PAS) with over 30 years of experience in public administration, governance, and institutional reform. He joined the civil service in 1989 and has served in senior administrative roles across Punjab, Baluchistan, and Khyber Pakhtunkhwa. His career spans key sectors including Food, Education, Health, and Communication & Works, where he held leadership positions from Assistant Commissioner to senior executive roles. He played a significant role in strengthening accountability systems, contributing to the establishment and operationalisation of the National Accountability Bureau (NAB) after serving in the Ehtesab Bureau. Mr. Khan also served in the Capital Development Authority, the Ministry of Human Rights as Joint Secretary, and later at the National School of Public Policy (NSPP), where he rose to Director General and

supervised nearly 100 research papers. He currently serves as Advisor, Research and Development Wing, Office of the Ombudsman Punjab, contributing to institutional strengthening, quality management systems, research integration, and governance reform..

Hon. Grace Tikambenji Malera was appointed Malawi's Ombudsman on September 1, 2021. She has 19 years of experience in law and human rights, collaborating with state and non-state entities. Her work spans various governance sectors in Malawi, covering human rights, gender equality, children's rights, and access to justice. She earned her LLB Honours from the University of Malawi, Chancellor College, in 2002 and furthered her education with an LLM from the University of the Free State, South Africa, in 2007. Admitted to the Malawi Bar in 2002, she practices law in the Supreme Court, High Court, and subordinate courts. With extensive involvement in regional and international human rights mechanisms like the African Commission and the United Nations, she notably contributed to the Special Law Commission on Electoral Laws and Trafficking in Persons Legislation. A dedicated advocate for human rights and gender equity, she's been instrumental in NGOs advancing governance and women's rights. Serving on various human rights NGO boards, she views the law as a catalyst for social change, aiming to achieve justice and gender equality. She moderated the Malawi Presidential Debate before the 2019 Tripartite Elections.

