

Day One | Wednesday 16 November 2017

Plenary Session I: Evolution of Ombudsmanship

01. Plenary Session I: *Evolution of Ombudsmanship*
Mr Chris Field (Western Australia Ombudsman, Australia)
02. Plenary Session I: *Evolution of Ombudsmanship*
Mr Viddhavat Rajatanun (Ombudsman for the Chief Ombudsman, Thailand)
03. Plenary Session I: *Evolution of Ombudsmanship: A South African case study*
Adv. Thuli Madonsela (former Public Protector, South Africa)
04. Plenary Session I: *Evolution of Ombudsmanship: The Case of Hong Kong*
Ms Connie Lau (Ombudsman Hong Kong, China)

Breakout Session I: Assessment and Evaluation of Ombudsman Work

05. Breakout Session I: *The impact of Ombudsman Investigation on Public Administration: A Case Study and Evaluation Guide*
Ms Fiona Crean (Hydro One Ombudsman, Canada)
06. Breakout Session I: *A Comparative Analysis of African Ombudsman Legal Systems*
Ms Arlene Brock (Director of the African Ombudsman Research Centre, South Africa)
07. Breakout Session I: *Redressal of Grievances as Indicator of Meaningful Investigation*
Mr Asad Ashraf Malik (Provincial Ombudsman Sindh, Pakistan)
08. Breakout Session I: *Evaluation of Ombudsman Work: The Case of Georgia*
Mr Ucha Nanuashvili (Public Defender of Georgia)
09. Breakout Session I: *Assessment and evaluation of Ombudsman Work*
H.E. Justice Naser Seraj (President of the General Inspection Organization, Iran)

Breakout Session II: Human Rights-based Approach to the Ombudsman's Work – Part I

10. Breakout Session II: *Humanising Bureaucracy: A Project Presentation*
Ms Marie Anderson (Public Services Ombudsman of Northern Ireland, UK)
11. Breakout Session II: *Human Rights and Ombudsman Institutions as GANHRI Accredited NHRIs: Benefits, Challenges and Limitations*
Prof. Linda C. Reif (Faculty of Law, University of Alberta, Edmonton, Canada)
12. Breakout Session II: *Ombudsman Institutions and the New International Agenda: Sustainable Development Goals from a Human Rights Point of View*
Ms Consuelo Olvera Treviño (Director General of the Executive Secretariat, National Human Rights Commission, Mexico)
13. Breakout Session II: *A Human Rights-based Approach to the Ombudsman's Work*
Ms Florence Simbiri-Jaoko (Special Envoy, Global Alliance for National Human Rights Institutions, GANHRI)

14. Breakout Session II: *The Human Rights-based Approach to the Ombudsman's Work: The Papua New Guinea Experience*
Mr Michael Dick (Acting Chief Ombudsman, Ombudsman Commission, Papua New Guinea)

Breakout Session III: Multiple jurisdictions of Ombudsman Offices

15. Breakout Session III: *Multiple jurisdictions of Ombudsman Offices*
Mr Colin Neave (Commonwealth Ombudsman, Australia)
16. Breakout Session III: *Ombudsmanship in Canada: The Office of the Correctional Investigator as a Specialized Prison Ombudsman*
Mr Howard Sapers (Correctional Investigator, Canada)
17. Breakout Session III: *Expanded Jurisdiction: What to do when you get it*
Mr Paul Dubé (Ontario Ombudsman, Canada)
18. Breakout Session III: *Satutory vs. Private Sector Ombudsman: Differences and Similarities between State Legislated Ombudsman and their Organizational Counterparts*
Ms Fiona Crean (Hydro One Ombudsman, Canada)
19. Breakout Session III: *The Role of the Ombudsman Review in the Environmental Field*
Mr Mahito Shindo (Post-Doctoral Trainee, Graduate School of Law, Kyoto University)
20. Breakout Session III: *The Ombudsman and Multiple Jurisdictions*
Ms Nicola Williams (Service Complaints Ombudsman for the Armed Forces, UK)

Breakout Session IV: Human Rights-based Approach to the Ombudsman's Work – Part II

21. Breakout Session IV: *Confluence of Ombudsman and Human Rights: Is the Traditional Divide Viable?*
Ms Arlene Brock (Director of the African Ombudsman Research Centre, South Africa)
22. Breakout Session IV: *Contribution of the Dual Function of the State Comptroller and Ombudsman of Israel to the Defense of Human Rights*
Adv. Orly Levinson-Sela (Deputy Director, State Comptroller and Ombudsman, Israel)
23. Breakout Session IV: *Multiple Functions of the Control Yuan to Effectively Protect Human Rights*
Dr Po-ya Chang (President, Control Yuan, Taiwan)
Dr. Tzong-Ho Bau (Ombudsman, Control Yuan, Taiwan)
24. Breakout Session IV: *The Role of NHRI-Ombudspersons as Models for Access to Justice*
Prof. Lorna McGregor (University of Essex, UK)

Day Two | Thursday 17 November 2017

Plenary Session II: Innovative Ideas in the Ombudsman World

25. Plenary Session II: *Speedy Complaints Resolution: An Ombudsman's Perspective from Pakistan*
Mr M. Salman Faruqi (Federal Ombudsman, Pakistan)
26. Plenary Session II: *A New Post-Digital Society – A New Belgian Pensions Ombudsman?*
Mr Jean Marie Hanneke (Pensions Ombudsman, Belgium)
Mr Tony Van Der Steen (Pensions Ombudsman, Belgium)
27. Plenary Session II: *Cooperation with Local Public Libraries to Grant Citizens Electronic Access to the Ombudsman's Office*
Ms Vladana Jovic (Deputy Director for the Rights of Persons with Disabilities, Protector of Citizens, Republic of Serbia)
28. Plenary Session II: *Innovative Ideas in the Ombudsman Work*
Adv. Leshele Abel Thoahlane (Ombudsman, Kingdom of Lesotho)
29. Plenary Session II: *One Single Door for Complaints*
Ms Jacqui McCrum (Director General, Ombudsman and Information Commissioner, Ireland)
30. Plenary Session II: *E-People: One Stop Online System for Communication with the People*
Mr Keun-Ho Shin (Standing Commissioner, Anti-Corruption & Civil Rights Commission, Korea)
31. Plenary Session II: *Starter Kit for New Ombudsman and Developing or Expanding Offices*
Mr Chris Field (Western Australia Ombudsman, Australia)

Breakout Session V: Challenges Due to Multiple Mandates

32. Breakout Session V: *Multi-mandated Institutions: NHRI Ombudsman Case in Croatia*
Ms Lidija Lukina Kezić (Deputy Ombudswoman, People's Ombudsman, Croatia)
33. Breakout Session V: *Challenges for Ombudsman Work Resulting from Multiple Mandates*
Dr. Otiende Amollo (Chairperson, Commission on Administrative Justice, Kenya)
34. Breakout Session V: *Challenges due to Multiple Mandates*
Prof. Siracha Vongsarayankura (former Chief Ombudsman, Thailand)
35. Breakout Session V: *Ombudsmen and the Anti-Corruption Mandate*
Ms Martin Kreutner (Dean & Executive Secretary, International Anti-Corruption Academy, Austria)
36. Breakout Session V: *The Ombudsman as National Preventive Mechanism (NPM)*
Ms Jeehan Mahmood (Association for the Prevention of Torture, APT)

Breakout Session VI: Collaboration with Civil Society – Benefits and Challenges

37. Breakout Session VI: *Collaboration with Civil Society: Austrian Views*
Dr. Gertrude Brinek (Ombudswoman, Austrian Ombudsman Board, Austria)
38. Breakout Session VI: *Cooperation with Civil Society*
Mr Hilmi Jashari (Ombudsman, Ombudsperson Institution Kosovo)
39. Breakout Session VI: *Collaboration with Civil Society: Benefits & Challenges*
Dr. Duenden Nikomborirak (Research Director in Economic Governance, Thailand Development Research Institute, TDRI)
40. Breakout Session VI: *NHRI-CSO Collaboration: Ukrainian Experience*
Mr Mykhailo Chaplyga (Head of Department for Public Relations and Information Technology, Parliamentary Commissioner for Human Rights, Ukraine)
41. Breakout Session VI: *Strengthening Democracy and the Provision of Service to Citizens: Who are the Partners for the Ombudsman?*
Ms Diane Welborn (Ombudsman of Dayton-Montgomery County, USA)

Breakout Session VII: Freedom of Information and the Ombudsman

42. Breakout Session VII: *The Freedom of Information Scheme*
Mr Peter Tyndall (Ombudsman and Information Commissioner, Ireland)
43. Breakout Session VII: *Korea's Public Interest Whistleblower Protection System*
Mr Nam-doo Kim (Director International Relations Division, Anti-Corruption & Civil Rights Commission, Korea)
44. Breakout Session VII: *The Ombudsman and FOI*
Mr Aage Thor Falkanger (Parliamentary Ombudsman, Norway)
45. Breakout Session VII: *The Constitutional Significance of a Freedom of Information Regime in the Cook Islands*
Mr Tearoa John Tini (National Ombudsman, Cook Islands)

Breakout Session VIII: Ombudsmen in Times of Crisis or Under Threat

46. Breakout Session VIII: *The IOI's Policy and Role in Supporting Colleagues in Times of Crisis: Latest Achievements*
Adv. John R. Walters (National Ombudsman, Namibia)
47. Breakout Session VIII: *Presentation of Induction Workshop for Newly Appointed MPs and Executives as Way of Making them Understand the Role and Functions of the Ombudsman*
Dr. Rachnilda Arduin (Ombudsman, Sint Maarten and President of the Caribbean Ombudsman Association, CAROA)
48. Breakout Session VIII: *Ombudsmen Under Threat: Reaction and Response to Inappropriate and Misplaced Criticism from Government Officials*
Ms Victoria R. Pearman (Ombudsman for Bermuda)
49. Breakout Session VIII: *Report on IOI Fact Finding Mission to Poland: Impact of IOI Support*
Dr. Adam Bodnar (Commissioner for Human Rights, Poland)

Day Three | Friday 18 November 2017

Media Workshop

50. Media Workshop: *PR and Media Strategies: An Experience by the Norwegian Parliamentary Ombudsman's Office*
Mr Aage Thor Falkanger (Parliamentary Ombudsman, Norway)
51. Media Workshop: *Raising Awareness through Public Television: TV Show of the Austrian Ombudsman*
Dr. Günther Kräuter (Ombudsman, Austrian Ombudsman Board, Austria)
52. Media Workshop: *Importance of Social Networks and Information Technology*
Ms Lucia Franchini (Ombudsman of Tuscany, Italy and President of National Coordination of Italian Regional and Autonomous Provinces Ombudsman Institution)
53. Media Workshop: *The Use of Media to Promote Ombudsmen's Work in Protecting Human Rights*
Mr. Vytautas Valentiničius (Communication Lead, Seimas Ombudsmen's Office, Lithuania)
54. Media Workshop: *Proactive Ombudsman through Mass Media*
Mr Raksagecha Chaechai (Secretary General and Spokesman, Ombudsman of Thailand)
55. Media Workshop: *Proactive Ombudsman Approach through Media: Indonesia Experience*
Prof. Amzulian Rifai (Chairman, Office of the Ombudsman, Indonesia)