

ISSN 0229-2181
VOLUME 28: NUMBER 4
DECEMBER 2006

FROM THE PRESIDENT'S DESK

Your I.O.I. Board of Directors held its annual meeting in Barcelona, Spain, graciously hosted by Catalonian Ombudsman Rafael Ribó and his able staff. Our meetings were held in La Piedra, one of the innovative architectural buildings designed by Antonio Gaudí. Our meeting welcomed several new directors: Rafael Ribó from the European Region, André Marin and Gord Button from the North American Region, and attending his first Board meeting was Mats Melin, Ombudsman of Sweden and host of the 2009 World Ombudsman Conference. Also in attendance was former European Board member Matjaž Hanžek, Ombudsman of Slovenia, and Alejandro Carrillo, representing the Special Fund of Latin America and the Caribbean. Attending his final meeting of the Board was Hayden Thomas, Ombudsman of Antigua and Barbuda. Dr. Thomas will be retiring as ombudsman in 2006.

The Board received and discussed the Task Force Report and committed to consideration and implementation of many of its recommendations. An expanded Task Force was created, including all of the I.O.I. Executive and each of the Regional Vice-Presidents. The expanded Task Force will work through the year with a planned meeting in the spring 2007, possibly in Edmonton, Alberta, and present its findings and recommendations at the 2007 annual board meeting anticipated to be held in Sydney, Australia in November.

The Board was shown a live working introduction to the new enhanced I.O.I. web site by Diane Callan and saw first-hand how it can be instantly updated. Editor Linda Reif gave a report on the ombudsman bibliography project, which has now been posted to the newly established I.O.I.'s members-only portion of our web site. The Board also received an informative demonstration by our Asian Region Vice-President Song Chul-ho of South Korea's application of information technology (IT) to complaints handling systems.

The Board discussed a variety of ways to bring value to our membership. Rafael Ribó accepted the assignment to explore a cooperative relationship with the United Nations Committee on the Rights of the Child. Dr. Tom Frawley agreed to work with the International Association for the Civilian Oversight of Police to encourage appropriate networking and cooperation between our two organizations. Additionally, the Board agreed to a memorandum of cooperation and friendship

between the International Ombudsman Institute and the Association of African Ombudsmen and Mediators (AOMA), which was formally signed at the meeting by me and Alifa Farouk, President of the AOMA. A less formal but equally important promise of continued coordination and cooperation was expressed to Alejandro Carrillo, General Director of the Secretariat of the Special Fund for Ombudsman and National Human Rights Institution in Latin America and the Caribbean countries.

As 2006 comes to a close your Board and I look forward to a promising new year for the I.O.I. Please remember that this is your organization too. We can improve our service if all of our members contribute in even small ways. Please make one of your New Year's resolutions be to contribute a news story or other article for our quarterly *Newsletter* or perhaps submit an article to I.O.I. Publications Editor, Linda Reif, for consideration as an Occasional Paper or for a future volume of *The International Ombudsman Yearbook*.



Bill Angrick
President

OTHER BUSINESS AT THE 2006 ANNUAL I.O.I. BOARD MEETING HELD IN BARCELONA, SPAIN

At the end of the annual I.O.I. Board Meeting in Barcelona, executive officers were elected for the upcoming year. Bill Angrick of Iowa, USA, was reelected as President, Dr. Tom Frawley of Northern Ireland was elected as Vice-President, Dean David Percy of the University of Alberta Faculty of Law was reappointed as Treasurer and Alice Tai, Ombudsman of Hong Kong, was reappointed Secretary of the I.O.I.

The Minutes of the 2006 Board Meeting and the I.O.I.'s Financial Statements dated June 30, 2006 are attached at the end of this *Newsletter*.

2007 I.O.I. BOARD MEETING TO BE HELD IN SYDNEY, AUSTRALIA

The 2007 annual Board Meeting of the International Ombudsman Institute will be hosted by Mr. Bruce Barbour, Ombudsman of New South Wales and Regional Vice-President for the Australasia and Pacific Region, in Sydney, Australia in November 2007.

2009 AND 2012 I.O.I. INTERNATIONAL CONFERENCES — EXPRESSIONS OF INTEREST IN HOSTING 2012 INTERNATIONAL CONFERENCE WELCOMED FROM INSTITUTIONAL MEMBERS

The I.O.I. is hosting its 9th International Conference in Stockholm, Sweden in 2009 to honour the 200th anniversary of the founding of the ombudsman institution in 1809 in

Sweden.

After 2009, the I.O.I. will revert to the usual spacing of its International Conferences, scheduling the 10th I.O.I. International Conference in 2012. I.O.I. institutional members are welcome to express their interest in hosting the 10th International Conference to the I.O.I. Secretary, Ms. Alice Yuen Ying Tai, at the following address:

Ms. Alice Yuen Ying Tai
Ombudsman, Hong Kong, China
30/F China Merchants Tower
Shun Tak Centre
168-200 Connaught Road Central
Hong Kong, China
tel: 852-2629-0501
fax: 852-2956-0625
e-mail: ayytai@omb.gov.hk

ADDITIONS TO THE I.O.I. WEB SITE—BIBLIOGRAPHY ON THE OMBUDSMAN, I.O.I. OCCASIONAL PAPERS AND MORE WEB LINKS—I.O.I. MEMBERS NEED LOGIN NAME AND PASSWORD TO ACCESS

There have been upgrades to the publications available on the I.O.I. web site effective October 2006. These publications are available only to I.O.I. members using a password-access system. An extensive Bibliography on the ombudsman containing over 1,000 secondary sources in the English language—primarily books, book chapters and academic articles—has been added to this protected publications site. This version of the Bibliography will also be published in hard copy in Volume 9 of *The International Ombudsman Yearbook*. The web site Bibliography will be updated on an annual

basis.

In addition, a selection of I.O.I. *Occasional Papers* that were published in hard copy form over the past ten years have been posted to the publications section of the I.O.I. web site. All future *Occasional Papers* will be published both in hard format and on the I.O.I. web site with member-only access.

Our web site is found at <www.theioi.com> or at <www.law.ualberta.ca/centres/ioi/>. To access the Bibliography and texts of the *Occasional Papers* on our web site, go to “Publications” and then to “Members Only Area”. At this point you will need to input your login name and password. These have been sent out by the I.O.I. Secretariat to I.O.I. members using the I.O.I. Secretariat e-mailing list. If you have not received your login name and password, please contact Mrs. Diane Callan, I.O.I. Office Manager at <dcallan@law.ualberta.ca>.

The I.O.I. provides numerous links to ombudsman offices around the world on our web site. Most ombudsman office web sites provide copies of their governing legislation and recent annual and special reports. These web links provided on the I.O.I. web site are valuable sources for ombudsman research and comparative information for ombudsman offices. There is full public access to these links. The I.O.I. has increased the links available by adding a number of international human rights and ombudsman-related web sites. To find the ombudsman office and research web links, go to our web site and then to “Links” and then to “Links to Offices/Institutes”.

**UNITED STATES OMBUDSMAN
ASSOCIATION (USOA) ANNUAL
CONFERENCE HELD IN DES
MOINES, IOWA IN SEPTEMBER 2006
HOSTED BY I.O.I. PRESIDENT BILL
ANGRICK**

Over eighty ombudsman representatives from eighteen different states and the District of Columbia and five international participants gathered in Des Moines, Iowa on September 12 to 15, 2006 for the 27th annual conference of the United States Ombudsman Association (USOA). The Iowa Office of Citizens' Aide/Ombudsman hosted the conference. Iowa Deputy Ombudsman Ruth Cooperrider is the USOA President. I.O.I. President Bill Angrick is the State Ombudsman and was the host.

In addition to the Iowa office, representatives from other ombudsman offices in state and local governments across the United States, as well as some federal agencies, were in attendance. The conference also attracted international participants from offices in the provinces of Canada, Bermuda, United Kingdom, India, Pakistan and Botswana.

The theme of this year's conference, “Ombudsmen at the Crossroads: Broadening Our Horizons”, reflected the need for direction, resources and skills to make informed decisions. Iowa State Auditor David Vaudt opened the conference with some welcome remarks. Ontario Provincial Ombudsman André Marin, who has issued several highly publicized reports on issues ranging from child welfare to unfair property taxation, delivered the keynote address. Marin served as Canada's first Military Ombudsman before his appointment as Ontario Provincial Ombudsman in 2005. Marin also serves as North American

Regional Vice-President of the I.O.I.

The conference program included sessions on strategic planning, developing a policy and procedures manual, report writing, civility in the public arena, protecting whistleblowers and the power of an apology. In addition to the conference program, there were two pre-conference workshops: one for training for new ombudsman investigators, led by the Ombudsmen for the states of Alaska, Hawaii and Arizona, and one on techniques used in dispute resolution, led by Michael Thompson, Executive Director of the Iowa Mediation Services. Among the other presenters were I.O.I. members Gord Button of Alberta, Robin Matsunaga of Hawaii, and Linda Lord Jenkins of Alaska. Also presenting were former Ombudsman of British Columbia Howard Kushner and former King County, Washington Ombudsman Duncan Fowler.

NEW REGIONAL OMBUDSMAN IN SPAIN—ASTURIAS

The regional government of Asturias in Spain passed Law 5/2005 on December 16, 2005 to establish a *Procurador General* (Ombudsman) for the region of Asturias. The institution of *Procurador General* in Asturias has its roots in the sixteenth century.

On June 29, 2006, Ms. María Antonia Fernández Felgueroso was elected as the first *Procuradora General* of Asturias. For further details on Ms. Fernández Felgueroso please see below under “Appointments, Retirements, Anniversaries, Awards”.

IRELAND’S OMBUDSMAN TO TAKE COMPLAINTS ABOUT ALL PUBLIC VOLUNTARY HOSPITALS COMMENCING IN 2007

The Ombudsman of Ireland announced in October that she will commence taking complaints against large voluntary hospitals commencing in January 2007. The Ombudsman already had jurisdiction to investigate complaints against health board (Health Service Executive (HSE)) hospitals. This enlarges the remit of the Ombudsman to cover all public voluntary hospitals and agencies funded by the HSE.

The jurisdiction of the Ombudsman to receive such complaints was provided for in the 2004 *Health Act*. Guidelines for a statutory complaints mechanism were to be drafted by the HSE but had not been issued by October 2006 when the Ombudsman decided to start accepting these complaints.

For further information see on-line: E. Donnellan, “Ombudsman to take complaints about hospitals”, *Irish Times* (October 6, 2006).

TURKISH PRESIDENT SIGNS OMBUDSMAN ACT BUT IS TO CONTEST PARTS OF IT BEFORE CONSTITUTIONAL COURT

The President of Turkey has ratified the *Public Supervisory Institution Act*, legislation which he had vetoed in the past. However, the President will apply to Turkey’s Constitutional Court for the annulment of some provisions alleged to be unconstitutional.

For further information see on-line: “President to Take Ombudsman Act to Supreme Court”, *Anka News Agency* (October 13, 2006).

RUSSIAN PRESIDENT AMENDS FEDERAL LAW TO GIVE HUMAN RIGHTS COMMISSIONER NEW POWERS

Amendments to the federal constitutional law governing Russia’s Human Rights Commissioner was signed into law by President Putin on October 16, 2006 after the bill was passed by the State Duma on September 22 and approved by the Federation Council on October 6. The amendments give the Human Rights Commissioner the right to ask the lower house of the legislative branch to establish a parliamentary investigative commission if flagrant or massive breaches of constitutional human rights are discovered. The Human Rights Commissioner is also empowered to attend the confirmation of the commission’s reports, ask the State Duma to initiate hearings on human rights breaches and participate in those hearings.

For further information see on-line: “Russian ombudsman gets new rights”, *Interfax* (October 16, 2006).

MALTA STARTS PROCESS TO ENSHRINE THE OMBUDSMAN INSTITUTION IN THE CONSTITUTION

A draft bill to enshrine the institution of the Malta Ombudsman in the country’s Constitution was published in early October 2006. The bill needs the support of a two-thirds majority in the legislature in order to result in a constitutional amendment.

For further information see on-line: “Draft bill about Ombudsman post published”, *MaltaMedia News* (October 6, 2006).

CHANGES TO OMBUDSMAN JURISDICTION IN AUSTRALIA—COMMONWEALTH OMBUDSMAN AND STATE OF VICTORIA OMBUDSMAN

The jurisdiction of the Commonwealth of Australia’s Ombudsman has been widened to include the actions of contractors or sub-contractors that provide goods or services for, or on behalf of, a government agency. The Commonwealth Ombudsman has also been appointed in the following new roles as: 1) Immigration Ombudsman in relation to immigration matters (including immigration detention) and responsible for providing a report to Parliament in relation to each person held in immigration detention for more than two years; 2) Postal Industry Ombudsman, responsible for handling complaints about Australia Post and private sector postal operators; 3) Law Enforcement Ombudsman in relation to complaints about the Australian federal police.

The jurisdiction of the Ombudsman of the State of Victoria has also been widened to cover WorkCover agents and self-insurers. The Victoria Ombudsman now has an audit function over inspectors under the *Domestic (Feral and Nuisance Animals) Act 1994* and has been given the power to receive and investigate complaints from persons detained under anti-terrorism legislation.

OMBUDSMAN DEVELOPMENTS IN THE CARIBBEAN

Several Caribbean states are considering the establishment of ombudsman institutions. The government of Grenada is currently working on ombudsman legislation. The Prime Minister of Grenada has indicated that he will make provision in the 2007 budget for its establishment. Saint Kitts and Nevis has enacted ombudsman legislation and funds have now been provided for its establishment, probably in 2007.

CANADIAN PROVINCE OF NEW BRUNSWICK COMBINES ITS PROVINCIAL OMBUDSMAN AND CHILD AND YOUTH ADVOCATE INSTITUTIONS

The government of the Province of New Brunswick in Canada decided to combine the two institutions of the provincial Ombudsman and the provincial Child and Youth Advocate on November 15, 2006. The institution of Child and Youth Advocate was created by legislation which entered into force in 2005 but the government had not appointed an individual to head the office, although interviews had been held.

Current provincial Ombudsman Bernard Richard agreed to accept the dual role as Ombudsman and Child and Youth Advocate with immediate effect. Funding designated for the Children and Youth Advocate institution will be used to expand the resources of the combined institution.

CREATION OF DEPUTY DEFENSOR FOR CHILDREN AND TEENAGERS IN PERU

A Deputy *Defensor* for Children and Teenagers has been established in the office of the *Defensor del Pueblo* (Human Rights Ombudsman) of Peru.

OMBUDSMAN OF SOUTH KOREA NOW RECEIVES COMPLAINTS THROUGH ON-LINE PORTAL

The Ombudsman of South Korea now receives a growing number of complaints filed via the Internet through the operation of a government on-line portal called the Citizen Participation Plaza (<www.epeople.go.kr>). The portal acts as a one-stop complaint service, filtering general citizen complaints to the appropriate government office, including the Ombudsman office. Launched in May 2005, there were seven original participating offices with all 56 offices in the central government joining the project since June 2006. The portal is named after the traditional civil rights defence system found in fifteenth century Korea.

The on-line portal has reduced redundant complaints and processing time (per case and for cases involving multiple agencies) measured over the 2005 to 2006 period.

APPOINTMENTS/RETIREMENTS/ANNIVERSARIES/AWARDS ETC.

ANTIGUA AND BARBUDA

Dr. Hayden Thomas, the first Ombudsman of Antigua and Barbuda, demitted office on October 31, 2006 after nearly eleven and one-half years of service. Dr. Thomas was also

the founding President of the Caribbean Ombudsman Association (CAROA) and was a member of the Board of Directors of the International Ombudsman Institute, serving as I.O.I. Vice-President in 2005 to 2006.

ARGENTINA—NEUQUÉN

Mr. Juan José Dutto has been appointed *Defensor del Pueblo* of the Province of Neuquén in Argentina for a six-year term. Prior to his appointment, Mr. Dutto was a psychologist and sociologist.

AUSTRALIA—NEW SOUTH WALES

Mr. Bruce Barbour has been reappointed Ombudsman of New South Wales for a seven-year term commencing September 2006. Mr. Barbour is also a member of the I.O.I. Board of Directors and is Regional Vice-President for the Australasia and Pacific Region.

AUSTRALIA—WESTERN AUSTRALIA

Ms. Deirdre O'Connell completes her five-year term of office as Ombudsman of Western Australia in February 2007.

CANADA—NEW BRUNSWICK

Mr. Bernard Richard, Ombudsman of the Province of New Brunswick has been given the additional function of Child and Youth Advocate.

CANADA—NEWFOUNDLAND AND LABRADOR

Mr. Barry Fleming has been nominated to serve as the Province of Newfoundland and Labrador's next Ombudsman (Citizen's Representative). Mr. Fleming is a lawyer and human rights expert. He has served as

Executive Director of Newfoundland and Labrador's Human Rights Commission since 2003 and prior to that acted as the Commission's counsel.

JAMAICA

The new Public Defender of Jamaica is Mr. Earl Witter. He replaces Mr. Howard Hamilton, Q.C. who completed his term of office in July 2006. Prior to his appointment, Mr. Witter was an attorney at law.

JAPAN

Mr. Satoshi Kumagai has been appointed the Director-General of Japan's Administrative Evaluation Bureau, Ministry of Internal Affairs and Communications effective July 21, 2006. He replaces Mr. Ryoji Fukui.

LITHUANIA

The new Seimas Ombudsmen are as follows: Mr. Romas Valentukevičius (Head of the Office), Mrs. Albina Radzevičiūtė, Mrs. Virginia Pilipavičiėne, Mr. Augustinas Normantas and Mrs. Zita Zamžickienė.

MEXICO-FEDERAL DISTRICT

The President of the Human Rights Commission of the Federal District of Mexico, Mr. Emilio Álvarez Icaza Longoria, was reelected for a four-year period commencing October 1, 2005.

MEXICO—STATE OF MEXICO

Licenciado Jaime Alamzán was appointed by the legislative branch as the *Procurador* of the State of Mexico commencing on October 28 for a four-year period.

PANAMA

Mrs. Monica Isabel Pérez Campos became the *Defensor del Pueblo* of Panama commencing June 30, 2006.

PAPUA NEW GUINEA

Mr. John Nero has been appointed as an Ombudsman of Papua New Guinea, replacing Mr. Raho Hitolo. Mr. Ila Geno remains Chief Ombudsman.

PAKISTAN

Mr. Javed Sadiq Malik has been appointed by the President as the new Federal Ombudsman of Pakistan (*Wafaqi Mohtasib*) for a four-year term. Prior to his appointment, Mr. Malik was Principal Secretary to the Prime Minister. He replaces Imtiaz Ahmed Sahibzada who retired on February 24, 2006.

By virtue of the rules of the I.O.I. Asian Region, Mr. Malik becomes a member of the I.O.I. Board of Directors representing the Asian Region.

PERU

The Office of the Human Rights Ombudsman (*Defensoría del Pueblo*) of Peru, headed currently by Dr. Beatriz Merino, celebrated the tenth anniversary of its foundation on September 11, 2006. The Office of the Human Rights Ombudsman has been recognized in Peru as the public institution with the greatest public credibility based on its important work in the defence of the people's rights. After ten years, the Human Rights Ombudsman now has 28 offices located in 25 regions of the country and in the areas around Lima, the capital.

ROMANIA

Mr. Ioan Muraru was reelected as the People's Advocate of Romania on May 10, 2006 for another five-year term.

SPAIN—ASTURIAS

Ms. María Antonia Fernández Felgueroso was elected as the first Ombudsman (*Procuradora General*) of the Region of Asturias on June 29, 2006 for a five-year term. Prior to her appointment, Ms. Fernández Felgueroso was a regional director for social affairs in Asturias from 1984 to 1991, and between 1991 and 1995 she served in the executive branch of the Asturian government. From 1995 to 1999 Ms. Fernández Felgueroso was a teacher at the School of Social Work in Oviedo. In 1999 to 2006 she was an elected representative, representing the Socialist Party, in the municipal government of Gijón.

CARIBBEAN OMBUDSMAN ASSOCIATION (CAROA)

Mr. Paul Rodriguez, Ombudsman of Belize, has been elected President of the Caribbean Ombudsman Association (CAROA). He replaces Dr. Hayden Thomas who is retiring from his position as Ombudsman of Antigua and Barbuda. The new Vice-President of CAROA is Mr. Madison Stanislaus, Parliamentary Commissioner of Saint Lucia, the Secretary/Treasurer continues to be Ms. Lawrence Laurent and the other members of the executive are Mr. Frederik Wiel, Ombudsman of Curaçao and Ms. Arlene Brock, Ombudsman of Bermuda.

PAST/UPCOMING CONFERENCES/ MEETINGS

SEPTEMBER 12-15, 2006—UNITED STATES OMBUDSMAN ASSOCIATION (USOA) ANNUAL CONFERENCE—DES MOINES, IOWA

For further information see article appearing earlier in this *Newsletter* entitled “United States Ombudsman Association (USOA) Annual Conference Held in Des Moines, Iowa in September 2006 Hosted by I.O.I. President Bill Angrick”.

SEPTEMBER 29-30, 2006—CONFERENCE ON HOW OMBUDSMAN OFFICES IN EUROPE CAN PROTECT CHILDREN’S RIGHTS—ATHENS, GREECE

A conference on the how ombudsman institutions in Europe can protect children’s rights was held on September 29 to 30, 2006 in Athens, Greece. The conference, held within the framework of the Russian Chairing of the Council of Europe’s Committee of Ministers, was co-organized by the Council of Europe’s Commissioner for Human Rights, the Russian Federal Commissioner for Human Rights and the Greek Ombudsman (who also has jurisdiction over children’s rights protection). Over one hundred participants from all over Europe attended the conference, including national and regional ombudsmen, the European Ombudsman, representatives from the Council of Europe, the UN and from NGOs, and children and young people. Sessions included discussions of the treatment of children’s rights in daily ombudswork, how to more inclusively involve children in the work of ombudsman institutions, and how ombudspersons can benefit from the work done by inter-governmental organizations and children’s rights NGOs. The Council of

Europe Commissioner for Human Rights will be issuing his conclusions on the conference.

NOVEMBER 23-25, 2006—AFRICAN OMBUDSMAN AND MÉDIATEUR ASSOCIATION (AOMA) EXECUTIVE BOARD MEETING—HAMMAMET, TUNISIA

The Executive Board of the African Ombudsman and Médiateur Association (AOMA) met in Hammamet, Tunisia on November 23 to 25, 2006. The meeting was hosted by Mme. Alifa Farouk, AOMA President, I.O.I. Vice-President for the African Region and Ombudsman of Tunisia.

DECEMBER 15-16, 2006—ANNUAL ASIAN OMBUDSMAN ASSOCIATION (AOA) BOARD OF DIRECTORS MEETING—ISLAMABAD, PAKISTAN

APRIL 25-28, 2007—ASIAN OMBUDSMAN ASSOCIATION (AOA) TENTH ANNUAL CONFERENCE—HANOI, VIETNAM

The Tenth Asian Ombudsman Association (AOA) Annual Conference will be held in Hanoi, Vietnam on April 25 to 28, 2007 and will be hosted by the Government Inspectorate of Vietnam (GIV). For further information please see the AOA web site at www.aoa.org.pk.

I.O.I. PUBLICATIONS

(2004) 8 THE INTERNATIONAL OMBUDSMAN YEARBOOK

Volume 8 (2004) of *The International Ombudsman Yearbook* has been completed and sent to the publisher for production. It is

expected that Volume 8 will be distributed to members in March or April 2007. The following articles will appear in Volume 8: “The Ombudsman and the Rule of Law” by John McMillan, “The Role of Administrative Courts and Ombudsmen in France and Malta: A Review of Two Contrasting Systems” by Cécile Plaidy and Ivan Mifsud, “Administrative Mediation and Ombudsmen: An Encounter With Internormativity” by Marie-José Chidiac, “Good Governance and Development Challenges in the South Pacific: The Promise of Ombudsmanship” by Dejo Olowu, “A Specialist Ombudsman for Prisoners” by Stephen Shaw, “The Engaged Ombudsman—Morality and Activism in Attaining Administrative Justice” by Gregory J. Levine and “What Should be the Primary Focus of the Ombudsman Institution? Redressing Public Grievances and Protecting Human Rights Versus Fighting Corruption: Emphasis on South Asia and the Commonwealth Caribbean” by Najmul Abedin.

(2005) 9 THE INTERNATIONAL
OMBUDSMAN YEARBOOK

Work has already begun on the compilation of Volume 9 of the *Yearbook*. The extensive Bibliography containing citations of books, book chapters and articles on the ombudsman found on the I.O.I. web site will be published in this volume and several other articles are under review in consideration of their publication in the *Yearbook*.

**OTHER PUBLICATIONS ON THE
OMBUDSMAN**

OMBUDSMAN OFFICE OF UZBEKISTAN,
PUBLICATION ON “OMBUDSMEN OF
THE WORLD”

The Authorized Person for Human Rights (Ombudsman) of Uzbekistan has recently published a book entitled *Ombudsmen of the World*. Written in Russian, the book contains information on the activities and experiences of over twenty ombudsman institutions around the world in the field of human rights protection. Among the authors of chapters are ombudsmen from Belgium, Denmark, Great Britain Azerbaijan, Portugal, Poland, Hungary, Czech Republic, Netherlands, Spain, Slovakia, Slovenia, Sweden, Argentina, Mexico, Canada, U.S.A., Australia and the European Union. The publication was supported by the OSCE Project Coordinator in Uzbekistan.

**NEW OMBUDSMAN STREET,
TELEPHONE AND E-MAIL/WEB SITE
ADDRESSES**

ALBANIA

Due to change in office premises, the mailing address of Albania’s People’s Advocate Institution has changed to the following:

People’s Advocate Institution
Boulev. “Zhan D’Ark”, No. 2
Tirana, Albania

tel/fax: 00 355 4 380313

fax: 00 355 4 379826

e-mail: ap@avokatipopullit.gov.al

<http://www.avokatipopullit.gov.al>

LITHUANIA

The telephone numbers of the new Seimas Ombudsmen are as follows: Mr. Romas Valentukevičius (Head of the Office): 370-5-266-5100, Mrs. Albina Radzevičiūtė; 370-5-266-5101, Mrs. Virginia Pilipavičiėne; 370-5-266-5102, Mr. Augustinas Normantas: 370-5-266-5103, and Mrs. Zita Zamžickienė: 370-5-266-5104.

PAKISTAN—PUNJAB

The official web site for the Ombudsman of Punjab, Pakistan is: <www.ombudsmanpunjab.gov.pk>.

TANZANIA

The new contact numbers for Tanzania's Commission for Human Rights and Good Governance are as follows:

tel: + 255 022 213 5747 - 8
fax: + 255 022 211 1533/211 1281
e-mail general info: chragg@chragg.org
e-mail Executive Secretary: mjemmas@chragg.org
website: www.chragg.org,
www.hakizabinadamu.org

NEWS ITEMS, ARTICLES ETC. FOR I.O.I. PUBLICATION

We encourage the submission of news items for publication in the Newsletter and the submission of articles, manuscripts and lectures for consideration of their publication either in the *Occasional Paper* series or *The International Ombudsman Yearbook*. In particular, the Editor wishes to receive papers for consideration of their publication in (2005) Volume 9 of *The International Ombudsman*

Yearbook and news items for the March 2007 *Newsletter*. We appreciate the regular receipt of information from member offices on changes in appointment, retirements, etc. for inclusion in the *Newsletter*.

Please note that the Editorial Advisory Board is in operation for anonymous review of papers submitted in consideration of their publication in the *Yearbook*.

Please submit all material to:

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International Ombudsman Institute
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tel: (780) 492-2800, fax: (780) 492-4924
e-mail: lreif@law.ualberta.ca

ANOTHER YEAR HAS COME TO A CLOSE. WE WOULD LIKE TO WISH EVERYONE A WONDERFUL HOLIDAY SEASON FOLLOWED BY A HAPPY AND HEALTHY NEW YEAR!

THANK YOU FOR YOUR CONTINUED SUPPORT.



Linda and Diane