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### AOA Board of Directors 19<sup>th</sup> Meeting held on 10<sup>th</sup> August, 2016 in Kazan- Tatarstan

The 19<sup>th</sup> Annual Meeting of the Board of Directors of Asian Ombudsman Association (AOA) was held on 10<sup>th</sup> August, 2016 in Kazan- Tatarstan. The meeting was presided over by the President AOA, Hon'ble Mr. Muhammad Salman Faruqi, Federal Ombudsman Pakistan. Mr. Abdul Khaliq, Executive Secretary of the Asian Ombudsman Association Secretariat, coordinated the meeting.

The delegations from the following countries attended the meeting:

1. Pakistan	President
2. Azerbaijan	Vice President
3. Hong Kong	Secretary
4. Iran	Treasurer
5. Peoples Republic of China	Member
6. Indonesia	Member
7. Japan	Member
8. Malaysia	Member
9. Tatarstan	Member

During meeting the Board considered and approved:

- The Procedure of Election for any Vacancy falling Vacant during Tenure of the Board.
- Full Membership of the AOA to Georgia and Dagestan (Russian Federation).
- Functioning of the Academy established by the General Inspection Organization, Iran.
- Use of AOA Funds and Resource Mobilization for AOA.
- Expansion of the AOA.
- Improving the working of AOA Secretariat and launching e- Newsletter.

### Editorial Board

#### Chief Editor:

**Mr. Abdul Khaliq**

Chief Coordinator, FTO Secretariat

Secretary, Forum of Pakistan Ombudsmen

#### Editor:

**Mr. Abdur Rauf Khan**, Assistant Advisor





- vii. Touring expenses of the Executive Secretary with respect to Association's Business.
- viii. Scheme and theme of the 15<sup>th</sup> AOA Conference to be held in Pyeongchange, Republic of Korea, on 16-19<sup>th</sup> May, 2017.
- ix. Calling the AOA General Assembly Meeting during the Bangkok Conference.
- x. Establishing the Alumni of the AOA Ombudsmen (including the Retired Ombudsmen).

While concluding the Meeting, the Chair thanked the participants for their valuable input and applauded the Government of Republic of Tatarstan, especially the Hon'ble Commissioner of Human Rights Tatarstan, for making excellent arrangements for AOA BOD and IOI Asian Region Meetings and other useful events for promotion of the cause of Ombudsmanship.

**IOI Asian Region meeting was held on 10<sup>th</sup> August, 2016 in Kazan- Tatarstan.**

International Ombudsman Institute (IOI) Asian Region meeting was held on 10<sup>th</sup> August, 2016 in Kazan-Tatarstan. The meeting was presided over by the President Asian Region IOI, Hon'ble Mr. M Salmar Faruqi and coordinated by Mr. Abdul Khaliq, Executive Secretary IOI. The Chair welcomed the participants on behalf of IOI Asian Region and appreciated Hon'ble Mrs. Saburskaya Sariya, Commissioner for Human Rights of Republic of Tatarstan, for extending grand hospitality and making excellent arrangements for hosting IOI Asian Region meeting and other important events for promotion of the cause of



ombudsmanship in the Region. He also thanked senior leadership of the Republic and Russian Federation for their overwhelming interest and patronage for the success of Human Rights / Ombudsman Institutions. The whole Government appeared moved with the idea that this institution is hugely potent for bringing good governance and social justice to the humanity; this respect for the Institution was also reflected from the warm welcome given to the delegates at all levels reaching to the apex, marked by the personal affection shown by the Hon'ble President of the Republic of Tatarstan in his meeting with the delegates.

During the Meeting following important issues were discussed and decisions were taken accordingly;

- i. To bring the Rules of the IOI Asian Region in conformity with the Bye-Laws of the IOI as required under Article 22(4) of IOI Bye-Laws, revised rules were approved.
- ii. A Working Paper, supported by the solid facts and reasoning, be prepared by the Asian Region IOI Secretariat for the IOI General Assembly to contest on two points:
  - a. Increasing the number of Directors from Asian Region.
  - b. Appointment of the President of IOI on Rotation Basis.
- iii. The Members decided to keep on pressing the IOI for seeking IOI Asian Region's representation on all major bodies and committees of IOI involved in policy making like those on electoral reforms, amendments in IOI Bye-Laws etc. and in its 'Pool of Experts'.
- iv. The Members desired that efforts need to be accelerated to expand the reach of IOI in Asian Region by;
  - a. Encouraging new members to join IOI in Asian Region,
  - b. Promoting ombudsmanship where respective institutions do not exist, in Asian Region,
  - c. Re-listing of the countries under IOI Asian Region which geographically belong to Asia like Azerbaijan, Hong Kong, Georgia and Uzbekistan etc.,
  - d. Approaching IOI Member countries like Taiwan, Turkey, etc. for becoming members of AOA and enlisting under the IOI Asian Region, and





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- e. Requesting IOI Secretariat to expedite disposal of pending applications for IOI membership.
- v. The Regional President IOI Asian Region will take up with the IOI Secretariat to allow proxy balloting through the authority letters.

## Round Table Conference was held on 10<sup>th</sup> August, 2016 in Kazan, Republic of Tatarstan

Commissioner for Human Rights in the Republic of Tatarstan Hon'ble Mrs. Sariya Saburskaya organized a Round Table Conference on the topic "Information Technologies and Human Rights: the Republic of Tatarstan experience" in Kazan, on 10th August, 2016.

The Conference was attended by, besides the dignitaries from Russian Federation and Tatarstan, the Ombudsman and like institutions' delegations from Pakistan, Peoples Republic of China, Islamic Republic of Iran, Indonesia, Sri Lanka, Azerbaijan, Malaysia, Japan, Hong Kong, Kyrgyz Republic, Georgia, Dagestan, Baluchistan (Pakistan) and Sindh (Pakistan).



## Hon'ble Federal Ombudsman – Pakistan / President AOA called on the President of the Republic of Tatarstan, Hon'ble Mr. Rustam Minniikhanov

Mr. M Salman Faruqi, the Federal Ombudsman Pakistan/President Asian Ombudsman Association called on the President of the Republic of Tatarstan Mr. Rustam Minniikhanov at President's Office. On the occasion other Members of BOD of Asian Ombudsman Association were also present.



President AOA, Mr. M Salman Faruqi with Hon'ble Chairman of the Constitutional Court Tatarstan



## Federal Tax Ombudsman called on the Hon'ble President of Pakistan

Mr. Abdur Rauf Chaudhry, Federal Tax Ombudsman called on the Hon'ble President of the Islamic Republic of Pakistan, here in the President House Islamabad on 21<sup>st</sup> July, 2016.

During the meeting the Federal Tax Ombudsman briefed him about the working of the FTO Secretariat and apprised the President about the recent measures taken to resolve the income tax and sales tax refund cases.



Further, during the meeting the issues relating to implementation of the FTO's findings and ways and means to improve the complaint handling mechanism to provide speedy justice to the tax payers were also discussed.

## Sialkot Tax Bar Association Delegation visited the Office of the Federal Tax Ombudsman

A delegation of the Sialkot Tax Bar Association visited the office of Federal Tax Ombudsman Islamabad on 27<sup>th</sup> July 2016. While talking to the visiting delegation the Federal Tax Ombudsman Hon'ble Mr. Abdur Rauf Chaudhry said that he is striving hard to resolve the income tax and sales tax refund cases of traders and industrialists and hoped these efforts will defiantly give a positive outcome.

The delegation of Sialkot Tax Bar Association headed by its President Mr. Shakil Ahmed Khan, visited the office of Federal Tax Ombudsman at Islamabad on 27<sup>th</sup> July, 2016. The visiting delegation consisted of Sialkot Bar Association's founder member Mr. Sajad Ahmed Butt, Senior Vice President Mr. Shahid Mahmood, Vice President Mr. Arshad Noor Zaman, General Secretary Mr. Jawad Sarwar Butt, and Senior Member Mr. Qaiser Mahmood.

During the meeting Hon'ble Abdur Rauf Chaudhry said



that Traders and industrialists are playing key role in the development of the country. The Delegates appreciated that the FTO office always played an active role in redressing their tax related complaints. The FTO office, while taking prompt notice on complaints of illegal actions/ abuse of powers by the concerned tax collecting officials, provided every possible relief.

The Hon'ble Federal Tax Ombudsman assured that in future too his office shall continue to play active role in providing relief to the traders and industrialists and certainly ensure application of the rule of law.

Chief Coordinator Mr. Abdul Khaliq, Senior Advisor Custom Mr. Mehmood Alam and Advisor Income Tax Sardar Irshad Shaheen assisted the Mohtasib by providing details on the issues discussed.



Mr. Shakil Ahmed Khan, the President Sialkot Bar Association informed about 4,500 cases amounting to Rs:1,800 billion of the Sialkot business community pending with the Tax authorities. He further informed that Sialkot industry is being badly effected due to these problems.

At the end he thanked the Hon'ble FTO on taking notice of their problems and redressing mal-administration of the tax collecting agencies





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## Hon'ble Federal Tax Ombudsman visited Karachi Chamber of Commerce and Industry

In order to be apprised about the problems faced by the business community in Karachi. the Hon'ble FTO, alongwith a team of Advisors visited Karachi Chamber of Commerce and Industry on 24<sup>th</sup> August 2016.



Hon'ble Mr. Abdur Rauf Chaudhry while chairing the meeting assured the business community of discussing property valuation with the relevant quarters to address their concerns over industrial property.

He said that custom valuation rules should not be changed overnight and stakeholders should be consulted before implementation of changes.

The FTO apprised the audience that the recent initiatives undertaken by the FTO Secretariat were focused on providing speedy justice to the tax payers aggrieved by the tax administration.

FTO has taken notices of such harassment in numerous cases from time to time and if anyone feels, he was being harassed by FBR officials he can immediately approach the FTO for assistance



Chief Coordinator Mr. Abdul Khaliq, Advisors FTO Mr. Manzoor Hussain Kureshi, Mr. Shahid Ahmed and Mr. Imtiaz Ahmad Barakzai, Chairman GST& Refund Committee KCCI Mr. Shoaib Ahmed Faridi, Former Vice President KCCI Mr, Muhammad Idrees , KCCI Managing Committee Members and FBR officials were present at the meeting.

## 22<sup>nd</sup> Mid Career Management Course (MCMC) of National Institute of Management (NIM), Peshawar, visited Wafaqi Mohtasib Secretariat Islamabad

The participants of 22nd Mid Career Management Course of National Institute of Management Peshawar visited Federal Ombudsman Secretariat Islamabad on September 21, 2016. While addressing the participants Hon'ble Federal Ombudsman Mr. M Salman Faruqi has underlined the need to bring change in the mind set of civil servants for materializing socioeconomic development in the country. The Hon'ble Mohtasib said that civil servants are the backbone of any government therefore they should dedicate their services for development of the country and for bringing positive change in respective areas of their responsibilities. Explaining the role of Ombudsman, Wafaqi Mohtasib said that the basic role of the institution of Ombudsman is to provide speedy and inexpensive justice to the complainants against the maladministration of government agencies and departments. For the first time laws have been formulated in his tenure to provide justice to the complainants within 60 days," adding that the period has been further reduced to 45 days on his own initiative. In the pursuit of this objective, the Ombudsman said, a Swift Complaint Resolution (SCR) mechanism had been introduced and now the cases were being heard at district and tehsil levels for which advisors were visiting remote rural areas on regular basis and record number of cases have been disposed at complainants' doorsteps. In this connection, he appreciated the role of advisors who were visiting interior of provinces and federal capital using their personal transport.

He informed the participants that for the first time Wafaqi Mohtasib office had been opened in Federally Administered Tribal Areas (Fata) and three Grievance Commissioners had been appointed to listen to the grievances of the people of these areas.



About the new emerging role of Ombudsman he said, “The role of the Ombudsman is not confined to hearing of complaints only as in pursuance of the advice of Honorable Supreme Court of Pakistan, the Ombudsman is also now examining the systemic issues of government agencies to bring about required improvement in their operations”.

In this connection, he said that several committees were constituted headed by eminent personalities such as former Federal Law Minister Mr. S. M Zafar, former Chairman Senate Mr. Wasim Sajjad and former President Supreme Court Bar Association of Pakistan (SCBAP) Ms. Asma Jehangir.

He told the participants of MCMC that these eminent personalities and many others were not only heading these committees but also assisting them in preparation of reports on pressing issues relating to government agencies. The Hon'ble Mohtasib informed the delegation that the Ombudsman committees' have prepared reports on prison reforms, report on reorganization of payment system of pensions, report on overseas Pakistanis, report on civic agencies, hospitals and drug related issues and many other issues. The Ombudsman expressed his confidence that the young officers would contribute for the development of the country with their knowledge and expertise.

Later, Mr. Ejaz A. Qureshi, Senior Advisor Wafaqi Mohtasib Secretariat, gave and detailed presentation on the process of investigation of complaints. He apprised the delegation that the Wafaqi Mohtasib Secretariat was going through a gigantic reforms process where every advisor was contributing in providing swift and inexpensive justice to complainants.



## Training Session for Probationers of 43<sup>rd</sup> OMG on Protection against Harassment at Workplace Act 2010

Specialized training/ awareness on the “Protection Against Harassment Of Women At Workplace, Act 2010” was given to the probationers of 43<sup>rd</sup> Office Management Group (OMG) at Secretarial Training Institute (STI) on 15<sup>th</sup> July, 2016 by the Federal Ombudsman for Protection against Harassment of Women at workplace Secretariat.



## ILO Evaluation Team Visited Office of the Federal Ombudsman for Protection against Harassment of Women at Workplace

Foreign team of ILO visited Federal Ombudsman for Protection against Harassment of Women at Workplace Secretariat on 6<sup>th</sup> September 2016, to evaluate the performance/ progress of the collaboration between International Labour Organization (ILO) and Federal Ombudsman for Protection against Harassment of Women at Workplace Secretariat (FOS) in two Projects.



## Hon'ble Mr. Najam Saeed took Oath as Provincial Ombudsman, Punjab

Newly appointed provincial Ombudsman Hon'ble Mr. Najam Saeed took oath of his office in a ceremony at Lahore on 21<sup>st</sup> July, 2016. Hon'ble Governor Punjab Mr. Rafique Rajwana administered the oath of office to newly appointed Ombudsman Punjab in a ceremony at the Governor's house. Chief Secretary Punjab and other high officials attended the ceremony. Hon'ble Governor Punjab hoped that new Ombudsman would play an effective role in removing grievances of the people. The Hon'ble Mr. Najam Saeed is a





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retired officer of Pakistan Administrative Service who has served on important positions like Special Secretary Finance, Secretary Auqaf, Member Board of Revenue, Secretary Special Education during his long service. Before taking oath of office, Mr. Najam Saeed served as Chairman LDA Commission. He also served as advisor to Ombudsman Punjab and member Punjab Services Tribunal.

He has vowed that he will try his best to fulfil all the requirements of justice and provide relief to the complainants against mal-administration of the provincial departments.



## Harassment Awareness Campaign undertaken by Ombudsman, Punjab

Keeping in view the need to disseminate awareness about the Protection against Harassment of Women at Workplace ACT, 2010, the Ombudsman Punjab, has envisaged the Harassment Awareness Volunteer Program (HAVP) for all 36 districts of the Province.

Under this programme, activities like seminars, training of volunteers and outreach to working women at selected workplaces in the districts are carried out, in collaboration with a well-reputed NGO and the district administration. The activity is synchronized with a comprehensive print and electronic media campaign.

The awareness campaign has successfully been completed in 15 districts, starting from the far flung areas in Southern Punjab. Around 300 volunteers (men and women) have been trained on the issue of harassment at work place and provisions of the Law. Volunteers have provided further orientation to some 450 work establishments including educational institutions, hospitals, banks, factories and industrial units in the covered districts. At the end of the four-day campaign, a public seminar is held, addressed by



the Ombudsperson Punjab, Consultants, officers of district administration, notables of the area, and the concerned NGO. The programme will be carried out in the remaining districts of the Province during 2016-17.

## A letter to the Editor daily "The Dawn" by Mr. Justice (r) Salahuddin Mirza Former Ombudsman Sindh: Swedish Judicial System

Here is a letter to Editor daily "The Dawn" written by Mr. Justice © Salahuddin Mirza, former Ombudsman Sindh, reproduced below for benefit of our readers.

*"This refers to the remarks of our Chief Justice in the press that we cannot expect justice from courts if we do not speak the truth. When I was the provincial Ombudsman for Sindh, I visited Sweden to examine the prison conditions there to compare them with jails of our country.*



*During a conversation I asked Sweden's Chief Justice how long it took for a civil case to conclude. He replied six months. I said in our country in six months evidence of even one party was generally not recorded. He replied that in 90 percent cases evidence was not required.*

*This surprised me even more and I asked him how the cases are decided in the absence of evidence. His reply was eye opening. He said "Evidence is not recorded because people are not at issue on points of fact. A plaintiff writes nothing but a truthful account of the dispute. The defendant admits it. The only point that is left to be decided, is the plaintiff entitled to any relief on the basis of the admitted facts? Only arguments are heard and this generally takes from half an hour to one hour and so the case is concluded in six months."*

*I also learnt that usually written notices or summons are not issued in Sweden. They are served via telephone or e-mail.*

*I met a convict in Stockholm jail. At midnight a call was received that his father had died. No need was felt to confirm its veracity. The Assistant Superintendent asked him whether*

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he would like to visit his home to condole with his family. The convict replied in the affirmative. The officer then asked how far was his place to which he replied about four hours drive. The officer said a round trip would take eight hours and ten hours stay should suffice.

The officer said to the convict that he could not get a taxi at that late hour but if he promised to return within 18 hours he could lend his car. The deal was arranged.

This story was narrated by the Jail Superintendent, a lady, who had introduced me to the convict. I told her that no jail official would ever have been so kind to a convict in Pakistan. Even if some jail officer had done so, he would not only have lost his job but his car too.

I cannot say what are the conditions there now after many immigrants have settled there."

"The Dawn" Islamabad, Monday June 20, 2016

### 11<sup>th</sup> International Ombudsman Institute World Conference scheduled on 14-19 November, 2016

The Office of the Ombudsman of Thailand will host 11<sup>th</sup> IOI World Conference, which will be held in Bangkok (Thailand) from 14 – 19 November 2016. The IOI General Secretariat has issued the invitation to its members and issued the schedule of the Meetings and Conference. The theme of the Conference is "The Evolution of Ombudsmanship". The Conference will be divided in eight Breakout Sessions, where following sub themes will be discussed;

- Assessment and evaluation of Ombudsman work.
- Human rights based approach to the Ombudsman's work.
- Multiple jurisdictions of Ombudsman offices.
- Innovative ideas in the Ombudsworld.
- Challenges due to multiple mandates.
- Collaboration with civil society- benefits and challenges.
- Freedom of information and the Ombudsman.
- Ombudsmen in times of crises or under threat.

The program includes, IOI Regional Meetings, the IOI Board Meeting, IOI General Assembly Meeting and also the election of the new Board of Director and other office bearers of IOI.

### 15<sup>th</sup> AOA Conference to be held in Pyeongchange, Republic of Korea on 16-19th May, 2017

15<sup>th</sup> Asian Ombudsman Association Conference and 20<sup>th</sup> BOD meeting will be held in Pyeongchang, Republic of Korea on 16-19 May, 2017. The host of the Events will be ACRC and Gangwon Province Ombudsman. The theme of the Conference will be the "Improvement and Future of the AOA".

1.	Hon'ble Mr. Abdur Rauf Chaudhry Federal Tax Ombudsman Pakistan/President, Forum of Pakistan Ombudsman/ Chairman Steering Committee, OIC Ombudsman Association 5-A, EDB Building Constitution Avenue, Islamabad- Pakistan Website : <a href="http://www.fto.gov.pk">http://www.fto.gov.pk</a> ; <a href="http://www.fpo.gov.p">http://www.fpo.gov.p</a> <a href="http://www.oicoa.org">http://www.oicoa.org</a> Email: <a href="mailto:info@fto.gov.pk">info@fto.gov.pk</a> ; <a href="mailto:ombudsman@fto.gov.pk">ombudsman@fto.gov.pk</a> Ph: +92-51 9211382
2.	Hon'ble Mr. Salman Faruqi Wafaqi Mohtasib (Federal Ombudsman) Pakistan/ President, Asian Ombudsman Association Regional President International Ombudsman Institute Wafaqi Mohtasib Secretariat, No.36, G-5/1, Constitution Avenue, Islamabad- Pakistan Website: <a href="http://www.mohtasib.gov.pk">http://www.mohtasib.gov.pk</a> Ph: +92-51-9217200-1 Email: <a href="mailto:ombudsman@mohtasib.gov.pk">ombudsman@mohtasib.gov.pk</a> ; <a href="mailto:ps.ombudsman@mohtasib.gov.pk">ps.ombudsman@mohtasib.gov.pk</a>
3.	Hon'ble Justice (R) Yasmin Abbasey Federal Ombudsman for Protection against Harassment of Women at Workplace Ali Plaza First Floor 14-M, F-8 Markaz Islamabad- Pakistan Website: <a href="http://www.fos-pah.gov.pk">http://www.fos-pah.gov.pk</a> Ph: +92-51-9207872 Email: <a href="mailto:info@pas-pah.gov.pk">info@pas-pah.gov.pk</a> ; <a href="mailto:zafar58habib@gmail.com">zafar58habib@gmail.com</a>
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6.	Hon'ble Mr. Asad Ashraf Malik Provincial Ombudsman Sindh Shahrah-e- Kamal Ataturk, Opposite Tughlaq House, Karachi -Pakistan Website: <a href="http://www.mohtasibsindh.gov.pk">http://www.mohtasibsindh.gov.pk</a> Ph: +92-21-99211026 Email: <a href="mailto:mohtasibhd@yahoo.com">mohtasibhd@yahoo.com</a>
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10.	Hon'ble Ms. Farkhanda Wasim Afzal Provincial Ombudsperson Punjab for Protection against Harassment of Women at Workplace House No. 174, Shadman –II, General Sarfraz Khan Road, Lahore-Pakistan Website: Under Construction, Ph: +92-42-99268281 Email: <a href="mailto:ombudspersonpunjab.gov.pk">ombudspersonpunjab.gov.pk</a>
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12.	Hon'ble Mr. Mr. Mumtaz Hussain Naqvi Ombudsman, Azad Jammu Kashmir Ombudsman Office, New District Complex, Block D, 1st, Floor, Muzaffarabad 13100, Azad Jammu & Kashmir, Pakistan Website: under development Ph: +92-5822-mbudsmanajk.pk@gmail.com

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