
**AOA Board of Directors Meeting
IOI Asian Region General Meeting
2014 Ombudsman Global Conference**

Event Outline

- Date: 2014. 7. 1.(Tue) ~ 7. 3.(Thu)
- Venue: Korea Press Center (20F), Seoul
- Participants: 200 participants from home and abroad

Schedule

Date	Title	Participants	Venue
July 1	AOA BoD Meeting	8 Directors * Observers	National Press Club(20F), Korea Press Center
	IOI Asian Region General Meeting	IOI Asian Region Members *Observers	National Press Club(20F), Korea Press Center
July 2 July 3	2014 Ombudsman Global Conference	-Members of AOA & IOI -Domestic Ombudsman Institutions in Korea -Academia -Foreign Embassies in Korea	International Conference Hall(20F), Korea Press Center

IOI Asia Region General Meeting

Conference Schedule

Date	Session	Moderator	Speaker
July 2 (Wed)	Opening Ceremony 09:00-09:15(15')	Opening Speech: ACRC Chairman Congratulatory Speech: National Assembly Speaker	
	Opening Session 09:15-10:45(90')	ACRC Chairman	-Ms. Kim Youngran, Former ACRC Chairperson -AOA President, Thailand -IOI Vice-President, USA
	Session 1 11:00-12:30(90')	IOI Secretary General, Austria	-Ombudsman, Pakistan Sindh -Ombudsman, Thailand -Ontario Ombudsman, Canada
	Session 2 13:30-15:00(90')	Ombudsman of Hong Kong	-ACRC Secretary General, Korea -Director General, Japan -Director General, Malaysia
	Session 3 15:30-7:30(120')	Ombudsman of Ireland, Ireland	-Investigator, Correctional Investigator, Canada -Ombudsman, Office of the Small and Medium business Ombudsman, Korea -Commissioner, Macau -Ombudsman, DAPA-Defense Acquisition Program Administration-Ombudsman, Korea
July 3 (Thu)	Session 4 09:00-10:30(90')	Correctional Investigator, Canada	-ACRC Chairman -Ombudsman of Hong Kong -Chief Ombudsman, Gangwon Province, Korea
	Session 5-1 11:00-12:30(90')	Ontario Ombudsman, Canada	-Chief Ombudsman, Indonesia -Federal Ombudsman, Pakistan -Ombudsman, Seodaemun-gu, Korea
	Session 5-2 13:30-14:30(60')	TBC	-Vice Minister, China -Ombudsman, Ireland
	Session 6 15:00-17:00(120')	IOI Vice-President, USA	-President, GIO, Iran -Ombudsman, Kyrgyz Republic -IOI Secretary General, Austria -Sr Social Development Specialist, World Bank
	Closing Ceremony 17:10-17:20(10')	Closing Remark: ACRC Chairman	

Conference Program – Day 1 (July 2)

Date	Time	Program
July 2(Wed)	09:00- 09:10	Opening & Opening Speech: ACRC Chairman
	09:10- 09:15	Congratulatory Speech: National Assembly Speaker
	Opening Session 09:15- 10:45 (90')	<p>Roles and Challenges of Ombudsman to Meet the Needs of the Time</p> <ul style="list-style-type: none"> • The Role and Future Direction of Korean Ombudsman Responding to Social Demands (Ms. Kim Youngran, Former ACRC Chairperson, Korea) • Improvement of citizens' rights resulting from interaction among the Power, Citizens, and Ombudsman (Mrs. Panit Nitithanprapas, Chief Ombudsman of Thailand and President of AOA) • Current Crises and the Unique Role of the Ombudsman (Ms. Diane Welborn, Dayton Ombudsman and Vice-President of IOI, USA) <p>Chaired by: Mr. Lee Sungbo, Chairman, Anti-Corruption & Civil Rights Commission, Korea</p>
	10:45- 11:00	Morning Tea
	Session I 11:00- 12:30 (90')	<p>Value Creation for Ombudsman as a Social Capital and the Development of Society</p> <ul style="list-style-type: none"> • Functions of Ombudsman for Strengthening Trust among Members of Society and Enhancing Quality of Public Services (Mr. Asad Ashraf Malik, Provincial Ombudsman Sindh, Pakistan) • Ombudsman Function to enhance Social Trust and Quality of Public Service (Prof. Siracha Charoenpanij, Ombudsman, Ombudsman of Thailand) • Advancement of Investigative Tools for Capacity Enhancement of Ombudsman as a Watchdog (Mr. André Marin, Ontario Ombudsman, Office of the Ombudsman of Ontario, Canada) <p>Chaired by: Mr. Günther Kräuter, Ombudsman of Austria Ombudsman Board and Secretary General of IOI</p>
12:30- 13:30	Luncheon	

	<p>Session II 13:30-15:00 (90')</p>	<p>Advancement of IT Technology and Improving Efficiency of Ombudsman</p> <ul style="list-style-type: none"> • Dynamic Development of e-People and Expansion of Ombudsman Services <p>(Mr. Park Jaeyoung, Vice-Chairman and Secretary General, ACRC Korea)</p> <ul style="list-style-type: none"> • Features and Feasibility of Japan's New Administrative Counseling Database (Mr. Yoshikai Shojiro, Director, Administrative Evaluation Bureau, Japan) • The use of IT in complaints management and the way forward (Madam Mahani Tan Abdullah, Director General, Public Complaints Bureau, Malaysia) <p>Chaired by: Ms. Connie Lau, Ombudsman of Hong Kong, China(Hong Kong)</p>
	<p>15:00-15:30</p>	<p>Afternoon Tea</p> <p>Systematic and Efficient Measures for Sharing of Functions among Ombudsman Institutions and Exemplary Cases</p> <ul style="list-style-type: none"> • Efficiency of Special Ombudsman Institutions and their Efforts to Cooperate with General Ombudsman Institutions (Mr. Howard Sapers, Investigator, Correctional Investigator, Canada) • The Role and Function of SME Ombudsman as a Platform for SME development in Korea (Mr. Kim Moon-Kyum, Ombudsman, Office of the Small and Medium business Ombudsman, Korea) • Change of the public and society and expanded roles of Ombudsman (Dr. Fong Man Chong, Commissioner, Commission against Corruption, Macau) • Enhancement of Transparency in Defense Procurement with Ombudsman System (Attorney. Mr. Kim Jonghun, Ombudsman, DAPA-Defense Acquisition Program Administration-Ombudsman, Korea) <p>Chaired by: Mr. Peter Tyndall, Ombudsman, Ombudsman of Ireland</p>
	<p>18:30-20:30</p>	<p>Conference Dinner</p>

Conference Program – Day 2 (July 3)

Date	Time	Program
July 3(Thu)	<p>Session IV 09:00-10:30 (90')</p>	<p>Increasing Social Conflicts and Role of Ombudsman as a Mediator</p> <ul style="list-style-type: none"> • Enhancement of Ombudsman’s Capacity to Respond to Social Conflicts (Mr. Lee Sungbo, Chairman, ACRC, Korea) • Utility and Potential of Ombudsman’s Mediating Role (Ms. Connie Lau, Ombudsman of Hong Kong, China -Hong Kong) • Experience of Resolving Collective Complaints through Mediation (A Case Study on the Ombudsman Commission of Gangwon-do) (Mr. Shin Cheol-yeong, Chief Ombudsman, The Ombudsman Commission of Gangwon Province, Korea) <p>Chaired by: Mr. Howard Sapers, Investigator, Correctional Investigator, Canada</p>
	10:30-11:00	Morning Tea
	<p>Session V-1 11:00-12:30 (90')</p>	<p>Ombudsman’s Roles to Eradicate Social Injustice</p> <ul style="list-style-type: none"> • Efforts to Increase Impact of Ombudsman’s Recommendations on Society and Acceptance rate of Recommendations (Mr. Danang Girindrawardana, Chief Ombuds, Ombudsman of Indonesia) • 30 years of Institution of Ombudsman in Pakistan and the Reforms of 2013 (Mr. M. Salman Faruqui, Federal Ombudsman of Pakistan) • Enhancing social Equity & Trust through the Operation of the Ombudsman System-The case of Seodaemun-gu ombudsman system (Ph. D. Song Chang-seog, Ombudsman, The Ombudsman of Seodaemun-gu, Seoul) <p>Chaired by: Mr. André Marin, Ontario Ombudsman, Office of the Ombudsman of Ontario, Canada</p>
	12:30-13:30	Luncheon
	<p>Session V-2 13:30-14:30 (60')</p>	<p>Ombudsman’s Roles to Eradicate Social Injustice</p> <ul style="list-style-type: none"> • Circular Relationship between Monitoring on Corruption in Budget Execution and Complaint Handling (Mr. Fu Kui, Vice Minister, Ministry of Supervision, China) • Measures to Secure Ombudsman’s Impartiality (Mr. Peter Tyndall, Ombudsman, Ombudsman of Ireland)

		<p>Chaired by: Prof. Choi Jin-Wook, Associate Dean, Graduate School of Policy Studies, Korea University</p>
	<p>14:30-15:00</p> <p>Session VI</p> <p>15:00-17:00 (120')</p>	<p>Afternoon Tea</p> <p>Strengthening Ombudsman Function through Cooperation among Ombudsman Institutions</p> <ul style="list-style-type: none"> • Changes in public sector and need for cooperation among Ombudsman institutions (H.E. Mr. Naser Seraj, President, The General Inspection Organization of The Islamic Republic of Iran, Iran) • Areas and cases of international cooperation between Ombudsman institutions and future direction for development (Mr. Baktybek Amanbaev, Ombudsman, Kyrgyz Ombudsman) • International Cooperation between Ombudsman Institutions–current situation and future prospects (Mr. Günther Kräuter, Ombudsman of Austria Ombudsman Board and Secretary General of IOI, Austria) • World Bank engagement with Ombudsman Institutions: An emerging agenda to strengthen accountability country systems (Mr. Marcos Mendiburu, Sr Social Development Specialist, World Bank) <p>Chaired by: Mr. Diane Welborn, Dayton Ombudsman and Second Vice-President of IOI, USA(Ohio)</p>
	<p>17:00-17:10</p>	<p>Break</p>
	<p>17:10-17:20</p>	<p>Closing Ceremony</p>

List of Participants

1. AOA BoD Meeting (8 persons): President, Secretary, Treasurer, 5 Directors, 3 Members

International Position	Name	Position/Institution
AOA President /IOI Asia Board Member	Mrs. Panit Nitithanprapas	Chief Ombudsman/ Office of the Ombudsman, Thailand
AOA Secretary	Ms. Connie Lau	Ombudsman of Hong Kong Ombudsman of Hong Kong, China(Hong Kong)
AOA Treasurer /IOI Asia Board Member	Mr. Lee Sungbo	Chairman Anti-Corruption & Civil Rights Commission, Korea
AOA Director	Mr. Fu Kui	Vice Minister Ministry of Supervision, China
AOA Director	H.E. Mr. Naser Seraj	President The General Inspection Organization of The Islamic Republic of Iran, Iran
AOA Director	Mr. Fong Man Chong	Commissioner Commission Against Corruption, China(Macau)
AOA Director	Mr. Yoshikai Shojiro	Director Administrative Evaluation Bureau, Ministry of Internal Affairs & Communications, Japan

AOA Director	Madam Mahani Tan Abdullah	Director General Public Complaints Bureau, Prime Minister Department, Malaysia
AOA Member	Mr. Baktybek Amanbaev	Ombudsman Kyrgyz Ombudsman, Kyrgyz Republic
AOA Member	Justice Yasmin Abbasey	Ombudsman Federal Ombudsman for Protection Against Women Harassment, Pakistan
AOA Member	Mr. Muhammad Mukhtar Khan	Ombudsman Provincial Ombudsman, Azad Jammu & Kashmir, Pakistan

2. IOI Asian Regional Directors and IOI Members (13 persons) : Regional President, 2 Regional Directors, 10 Members

International Position	Name	Position/Institution
IOI Asia Regional President	Mr. M. Salman Faruqui	Ombudsman Federal Ombudsman of Pakistan, Pakistan
IOI Asia Board Member	Mr. Lee Sungbo	Chairman Anti-Corruption & Civil Rights Commission, Korea
IOI Asia Board Member	Mrs. Panit Nitithanprapas	Chief Ombudsman/ Office of the Ombudsman, Thailand
IOI Asia Member	Mr. Danang Girindrawardana	Chief Ombudsman Ombudsman Republic Indonesia, Indonesia

IOI Asia Member	H.E. Mr. Naser Seraj	President The General Inspection Organization of The Islamic Republic of Iran, Iran
IOI Asia Member	Mr. Fong Man Chong	Commissioner Commission Against Corruption, China(Macau)
IOI Asia Member	Mr. Yoshikai Shojiro	Director Administrative Evaluation Bureau, Ministry of Internal Affairs & Communications, Japan
IOI Asia Member	Mr. Adbur Rauf Chaudhry	Ombudsman Federal Tax Ombudsman of Pakistan, Pakistan
IOI Asia Member	Mr. Azhar Ali Farooqi	Ombudsman Federal Insurance Ombudsman of Pakistan, Pakistan
IOI Asia Member	Mr. Anisul Hassnain Musavi	Ombudsman Banking Ombudsman of Pakistan, Pakistan
IOI Asia Member	Mr. Asad Ashraf Malik	Ombudsman Office of the Ombudsman of Sindh, Pakistan

3. IOI Second Vice-President, IOI Secretary General, IOI European Regional President, (Former) IOI North American Regional President, IOI North America Board Member

International Position	Name	Position/Institution
IOI Second Vice-President	Ms. Diane Welborn	Ombudsman/ Dayton Ombudsman, USA(Ohio)
IOI Secretary General	Mr. Günther Kräuter	Ombudsman Austrian Ombudsman Board, Austria
IOI European Regional President	Mr. Peter Tyndall	Ombudsman Ireland Ombudsman, Ireland
Former IOI North America Regional President	Mr. Mr. André Marin	Ontario Ombudsman Office of the Ombudsman of Ontario, Canada
IOI North America Board Member	Mr. Howard Sapers	Investigator Correctional Investigator of Canada, Canada

□ **Other participants**

- Accompanying officials
- IOI General Secretariat
- World Bank Program Manger
- Spouses of two representatives