

THE UNIVERSITY OF KWAZULU-NATAL

&

THE AFRICAN OMBUDSMAN RESEARCH CENTRE (AORC), A RESEARCH AND TRAINING ARM OF THE AFRICAN OMBUDSMAN AND MEDIATORS' ASSOCIATION

- Cordially invite you to a webinar

Seeking Higher Ground - Values and Ethics of the Ombudsman

The Ombudsman is an independent, impartial public official with authority and responsibility to receive, investigate or informally address complaints about government actions, and, where appropriate, make findings and recommendations, and publish reports. The Ombudsman conducts inquiries and investigations in an impartial manner that is free from bias and conflicts of interest.

The institution of the Ombudsman has spread exponentially across the African continent in the last few decades. The nations of the continent have established the Ombudsman institution, taking into consideration the particular contexts of each country, establishment under different circumstances and equally different reasons for establishment. Accordingly, various styles, designs and formulations of the African ombudsman exist. This diversity ranges from the extent of mandates, the level of independence, the extent of powers and how they are exercised, and the level of public confidence and legitimacy that they enjoy. The overriding goal, however, is that the Ombudsman despite its varying designations, must deal with bad governance, unethical practices and maladministration. To do this effectively, the Ombudsman's goal should be a continuous call for better values and ethics in the public administration and within the Ombudsman institution itself.

"While the office of the Ombudsman is involved in a wide range of activities, there is no one aspect of our work that is more obviously important than ensuring integrity and ethics in the performance of public service." Accountability, in turn, is essential for the effective functioning of administrative institutions and the delivery of public services.

This facilitated discussion will discuss whether there is a need for a general code of ethics for Ombudsman and promoting ethics and accountability in government and Ombudsman institutions.

PLEASE CLICK ON THE RSVP LINK IF YOU WISH TO JOIN THE WEBINAR.

WEBINAR'S DETAILS

DATE

WEDNESDAY, 30 MARCH 2022

TIME

10H00 – 11H30

SPEAKER

PROFESSOR VICTOR AYENI

DIRECTOR AND MANAGING CONSULTANT OF GMSI (UK)

&

ADVOCATE ARLENE BROCK

VISITING SCHOLAR AT HAVARD LAW SCHOOL AND

FORMER OMBUDSMAN OF BERMUDA

FACILITATOR

HONORABLE NICHOLE TIRANT

OMBUDSMAN OF SEYCHELLES

[CLICK HERE TO RSVP](#)

AOMA GENERAL ASSEMBLY

DATE

WEDNESDAY, 30 MARCH 2022

TIME

13H00 – 16H30

AOMA MEMBERS ONLY

FOR MORE INFORMATION ABOUT THE GA

aoma.kenya@ombudsman.go.ke

Please note that there will be no live questions and answers due to time constraints. Participants may however submit relevant questions to [Franky Lwelela](mailto:Lwelela@ukzn.ac.za) (Lwelela@ukzn.ac.za) or [Marion Adonis](mailto:adonism@ukzn.ac.za) (adonism@ukzn.ac.za) by 10:00 on Thursday the 29th March 2020 or use the Q & A function during the webinar. Time has been allocated for a response to questions raised before and during the session. If there is insufficient time to respond to all, the questions and answers will be sent to participants after the webinar.

ENQUIRIES ONLY

Marion Adonis

Email : adonism@ukzn.ac.za

OR

Franky Lwelela

Email : Lwelela@ukzn.ac.za

INSPIRING GREATNESS

SPEAKER & FACILITATOR PROFILES

PROFESSOR VICTOR AYENI

Professor Victor Ayeni is Director and Managing Consultant of Governance and Management Services International (GMSI), a UK-based training and consultancy firm that specialises in the governance and management issues of developing countries and transitional democracies (see: www.gmsiuk.com). Prior to this, he was Director of Governance and Institutional Development at the Commonwealth Secretariat, London, and before that Deputy Director and Lead Adviser in Governance and Public Sector Management. Previously, he taught at the Obafemi Awolowo University in Nigeria, the University of Botswana, and the University of the North in South Africa.



An accomplished scholar and practitioner, Prof Ayeni has carried out teaching, research and advisory assignments in over 45 countries in Africa, Asia, Caribbean, North America, and The Pacific. He has a wide and versatile publication record in Public Sector Governance and Management, International Development, and African and Commonwealth Studies. His extensive research and professional work sets him out as one of Africa's leading minds on the institutional responses to securing effective oversight of governments, resolving citizens' grievances, and ensuring responsive and performance-driven public services.

Prof Ayeni is internationally acclaimed for his work on the ombudsman and related oversight institutions. In addition to his pioneering work which positioned the Commonwealth Secretariat as a leading technical player in this area, he has been directly involved in the establishment and institutional development of over 100 ombudsman organisations around the world. Indeed, Dr Ayeni has consistently focused on ensuring that his research and institutional development assignments are not just underpinned by hard evidence and rigorous analyses but also contribute meaningfully to providing practical solutions and concrete action-steps for the future.

Professor Ayeni holds a PhD in Public Administration. A British and Nigerian national, he is married with four adult children.



ADVOCATE ARLENE S. BROCKE

Adv. Arlene Brock is a 2020-21 Senior Fellow (2019 Fellow) of the Advanced Leadership Initiative at Harvard University. She is developing an animated video vignette series for middle-school age that presents counter-narratives to the negative stereotypes of Black peoples that have persisted over the past four centuries. Previous professional work includes launching the Ombudsman institution in Bermuda as the island's first National Ombudsman (a Constitutional Official who investigates complaints about the delivery of public services), Director of the African Ombudsman Research Centre in South Africa (research on and capacitating 44 National Ombudsman throughout the Continent), mediator with Conflict Management Inc., insolvency lawyer and labour lecturer. She has served as Chair of the Police Complaints Authority and Permanent Arbitration Tribunal in Bermuda. She holds Honorary Life Memberships in the International Ombudsman Institute (formerly Board member / Chair of the Training Committee and V-P of the Caribbean / Latin American region) and the Caribbean Ombudsman Association.

HONORABLE NICHOLE TIRANT

Hon. Nichole Tirant-Ghérardi is the fourth Ombudsman to take up the Office. She was sworn in as Ombudsman for a seven-year mandate on 30 March 2017. A Seychellois Barrister and Attorney-at-Law by profession, she worked as prosecution state counsel in the office of the Attorney General before joining the private bar where she became one of the first women in a profession dominated by male attorneys. Since she took up the Constitutional responsibilities of the Ombudsman, Nichole Tirant-Gherardi has wholeheartedly embraced her role and looks at every complaint with the keen eye of a surgeon cutting out the essential with the objective of bringing about longer term improvements in the service delivery and administration of public sector organizations based on lessons drawn.

