

Monday, May 11, 2015  
12:00 - 2:00 PM EST

Room: MC C2-137  
(World Bank Main Complex  
1818 H St NW  
Washington, DC)

*Lunch will be provided.*

Add to Calendar and RSVP:

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External participants: Please register for the event by sending an email with name and organization to Jaime Mercado [jmercado@worldbank.org](mailto:jmercado@worldbank.org) by the end of the day May 10.

[Watch Live Webcast HERE](#)

Video recording of the event will be made available after the event.



**WORLD BANK GROUP**  
Governance



International Ombudsman Institute  
Institut International de l'Ombudsman  
Instituto Internacional del Ombudsman



GLOBAL PARTNERSHIP FOR  
SOCIAL ACCOUNTABILITY

**NORDIC TRUST FUND**

The **World Bank** and the **International Ombudsman Institute** Invite you to participate in the 2nd Annual WB-IOI roundtable on:

## **THE ROLE OF OMBUDSMAN INSTITUTIONS IN PROMOTING CITIZEN-CENTRIC GOVERNANCE & INCLUSIVE INSTITUTIONS**

### **Opening remarks**

**Jeff Thindwa**

*Practice Manager, Governance and Inclusive Institutions, World Bank*

### **Moderator**

**Hana Brix**

*Global Lead, Public Service Delivery, GGP, World Bank*

### **Panelists**

**Ulrike Grieshofer**

*International Ombudsman Institute*

**Peter Tyndall**

*Ombudsman of Ireland*

**Danang Girindrawardana**

*Chief Ombudsman of Indonesia*

**Hisham Waly**

*Practice Manager, Financial Management & Public Sector and Governance, GGP, World Bank*

**Naseer Ahmad Rana**

*Senior Governance Advisor, GGP, World Bank  
(Connecting through Video Conference)*

### **Overview**

There is wide recognition that citizen voice and public accountability are crucial for effective service delivery. As part of the broader accountability system, Ombudsman Institutions (OIs) can promote citizen rights, oversee government agencies and service providers, and serve as bridges between citizens and their respective governments.

While engagement of the World Bank Group (WBG) with OIs has been limited to date, WBG operations can greatly benefit from supporting OIs in tackling governance challenges with citizen-centric solutions, while promoting more inclusive institutions. Thus, there is a need to explore this opportunity further.

To enhance a better understanding and to raise awareness on the role of OIs, this round-table will share the international experiences of the Ombudsman Office in Indonesia and the Ombudsman Office in Ireland. It will also present current WBG engagement with OIs, and explore potential areas for further mutual cooperation. This round-table will address the following questions:

- How have OIs enhanced citizen-centric governance and inclusive institutions?
- How does the work of the OIs contribute to effective public service delivery?
- How do OIs collaborate with other stakeholders? (civil society, media, and other accountability institutions)
- What are some potential areas for collaboration between the WBG and OIs?