



Federal Ombudsman

No.4(3)/AOA/Coord/2022

Islamabad, 5 June 2023

Subject: AOA Webinar on “Informal Resolution of Disputes (IRD): Pakistan’s Experience”

14 June 2023

Excellency,

The Asian Ombudsman Association (AOA), in pursuance of the decision of the 23rd meeting of the AOA Board of Directors (18 October 2022 – Baku) is happy to announce holding of a Webinar on “Informal Resolution of Disputes (IRD): Pakistan’s Experience” from 11:30 to 13:00 hrs on Wednesday, 14 June 2023. This Webinar is being hosted by the Federal Ombudsman’s Secretariat, Islamabad. The theme of the Webinar is in line with Article 4 of the AOA Bye-Laws which provides for such activities to promote ombudsmanship and encourage its development in the region.

I. Content

Article 33 of the President’s Order No.1 of 1983 on the Establishment of the Office of the Wafaqi Mohtasib (Ombudsman) provides for resolution of disputes through informal means. The said Article reads as follows:

“Notwithstanding anything contained in this Order, the Mohtasib and a member of the staff shall have the authority to informally conciliate, amicably resolve, stipulate, settle or ameliorate any grievance without written memorandum and without the necessity of docketing any complaint or issuing any official notice.”

Hence, the system of Informal Resolution of Disputes (IRD) responds to the dire needs of the general public for resolving their complaints at the grass roots level without hiring services of an advocate or waiting for lengthy legal processes. This mechanism involves resolution through mediation and persuasion rather than a decision arrived at through following a strict process or procedure. It draws strength from the system of Alternative Dispute Resolution (ADR) which has existed and evolved along with the formal judicial system in most parts of the world.

II. Format

The webinar will comprise the following two sessions:

Session-I Alternative Dispute Resolution (ADR): An Overview

This session will be delivered by Mr. Shahzar Ilahi, Co-founder and Associate Director of Musaliha Center for Arbitration and Dispute Resolution (MICADR). This is Pakistan’s first private ADR Center to be officially notified by two High Courts and the Federal Government as a recognized ADR Centre. In this session, the speaker will present an overview of the evolution and growth of ADR over the course of last decade and highlight the need to create dispute resolution ecosystem for providing expeditious and amicable solutions to the general public. The Speaker has been actively involved in designing and implementing the ADR projects across the country and remained associated with drafting of the Gilgit Baltistan Mediation Bill 2023.

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Session-II Informal Resolution of Disputes: Pakistan's Experience

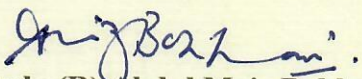
This session will be addressed by Mr. Justice (Retd.) M. Raza Khan, currently Senior Advisor (Law) in the Federal Ombudsman's Secretariat, Islamabad. The learned Speaker has a distinguished record of serving the judiciary in various capacities including Chief Justice of Peshawar High Court, Secretary Law & Justice Division and Constitutional Expert in his career spanning over 48 years.

This session will focus on the scope and procedure of IRD mechanism as being pursued in the Federal Ombudsman's institution in Pakistan. It will include a brief presentation on how the legal provision about IRD in the President's Order of 1983 on the Establishment of the Office of Wafaqi Mohtasib (Ombudsman) is being implemented.

III. Participation

- The AOA Secretariat, Islamabad is pleased to offer this Webinar to AOA member institutions in good standing in pursuance of the objectives of the Association. In addition, this invitation is extended to the esteemed members of the Forum of Pakistan Ombudsman (FPO), the OIC Ombudsman Association (OICOA) and the International Ombudsman Institute (IOI) as these bodies share membership with AOA.
- In order to attend the Workshop, kindly fill the attached Registration Form and return it via email to aoasecretariat.gov.pk@gmail.com by 12 June 2023.
- Zoom link will be notified to the registered participants before the Webinar.
- The language of Webinar will be English only.
- The participants may use Zoom Chat Box for submitting their questions or comments on the presentations. These will be duly responded by the distinguished speakers after their presentations or in writing subsequent to the Webinar.
- Certificate of attendance will be presented to the registered participants after the Webinar.

2. The Federal Ombudsman's Secretariat and the AOA Secretariat look forward to your active participation in the Webinar.


(Amb. (R) Abdul Moiz Bokhari)
Executive Secretary (AOA)

To:

All Members of the Asian Ombudsman Association (AOA).

CC:

Forwarded with the request to circulate the above information through their respective portals:

- Forum of Pakistan Ombudsman (FPO)
- OIC Ombudsman Association (OICOA)
- International Ombudsman Institute (IOI)