



منظمة الموفقين والوسطاء والقائمين بالإفراقة
 African Ombudsman and Mediators Association
 Association des Ombudsmen et Mediateurs Africains
 Associação dos Ombudsmen e Mediadores

AFRICAN OMBUDSMAN

Today

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Who or what is the Ombudsman?

I do not intend to redefine the concept of an Ombudsman but wish only to share with you my understanding of the Ombudsman; an understanding that I have formed from experience over the past 14 years.

I have learned that the Ombudsman is a reasonable person but not a perfect citizen. Rather, s/he strives to be gentle in their dealings with others, taking into consideration their circumstances. His/her investigations are directed by moderation and prudent common sense. The office of the Ombudsman is not a historic monument; it is a 'living' institution.

Establishing an Ombudsman institution, continuously creating, and maintaining the requirements necessary for its effective functioning and 'living', are different matters. The former is the responsibility of government. The latter is the responsibility of the incumbent; they must ensure that they attain the highest possible standard of performance without bias and with complete integrity. Their integrity and credibility must be beyond reproach; these are the pillars of the Ombudsman's authority. The Ombudsman's influence and hence their effectiveness is largely determined by their authority. They must establish and sustain that authority by the way they perform their functions.

I have tried to make cooperation the theme of my presidency of the International Ombudsman Institution (IOI) by attending as many conferences, workshops, symposiums, etc. as I can and am always encouraged by the cooperation, not only between Ombudsman, but also between Ombudsman and National Human Rights Institutions (NHRIs) at domestic and regional levels. I signed memoranda of understanding on behalf of the IOI with the Global Alliance of National Human Rights Institutions (GANHRI), the Iberoamerican Federation of Ombudsman (FIO) and Australian and the New Zealand Ombudsman Association (ANZOA). I believe that conferences, workshops and meetings are excellent strategies for strengthening collaboration. I agree with Marten Oosting (President of IOI, 1998) that contact with colleagues is a source of inspiration for one's own work, whether it leads to the acquisition of useful



insights that are worth following up, or whether it renews one's confidence in an existing practice.

In my presidential address to the opening of the XIth World Conference of the International Ombudsman Institute in Bangkok during November 2016, I said, *inter alia*, the following:

The multiple functions of the Ombudsman require collaboration and cooperation with civil society and NHRIs. In line with the Wellington Declaration of 2012, I wish to encourage effective cooperation between Ombudsman, civil society and NHRIs at all levels, because the successful implementation of human rights depends on it.

The sharing of innovative ideas in the Ombudsman world comes at an opportune time when Ombudsman are faced with so many new and emerging challenges.

In determining both the present and future challenges of Ombudsman, the following questions must be posed:

Are we powerful enough, resourceful enough, organised enough, accepted enough, funded enough, influential enough, effective enough, appreciated enough, efficient enough and independent enough to respond to the cries of our citizens as they seek protection of their rights, good governance, peace, better life and a more equitable future? Is the current jurisdiction of the Ombudsman sufficiently focused or too broad for efficiency and effectiveness?

I am asking these questions because institutions, like people, can reach levels of exhaustion and, therefore, fail on their mandates. However, there is no exhaustion where there is much to be hoped for, much to work towards. Our task is not always easy, but it is absolutely necessary. Therefore, where the right tools are not available, Ombudsman should exert their maximum effort and demonstrate their creativity in dealing with public officials for effective delivery of human rights outcomes.

John R. Walters
Ombudsman: Namibia

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Word from the New President of AOMA

Message from the President of AOMA, Honourable Edouard Nduwimana, Ombudsman of the Republic of Burundi

Dear members of AOMA, friends and partners of our institution, allow me to begin this message by expressing on behalf of the entire AOMA family and on my own behalf, our solidarity and compassion towards the member institutions that have recently lost worthy leaders. We are saddened to hear of the passing of: His Excellency Edmond Kadoni Cowan, member of the Board of Directors of the AORC and Ombudsman of Sierra Leone; the Deputy Ombudsman of Madagascar; and, the Deputy Military Ombudsman of South Africa.

We would also like to take this opportunity to welcome new members, the Ombudsman of Mauritius and Ethiopia, who have been recently appointed or elected in accordance with their national regulations.

We wish you every success and thank your predecessors who have left a remarkable record. A special mention to Dr Foziya Amin, President of AOMA and former Ombudsman of Ethiopia, for the work done within our association. Her leadership, sense of responsibility and humility will surely remain in our memories and provide inspiration for the next AOMA President, who will be elected at our upcoming General Assembly in Kigali, Rwanda at the end of November.

Dear friends, in December 2008, the General Assembly of the United Nations adopted its resolution 63/169, paragraph three, which concerns the role of the Ombudsman and other National Human Rights Institutions in the promotion and protection of human rights. At the end of this session, the Secretary-General of the United Nations urged member



Hon. Edouard Nduwimana.

states to consider establishing or strengthening independent Ombudsman, Mediators and other independent and autonomous national human rights institutions, where they exist.

Following the same spirit, the 63rd session of the UN focused exclusively on the role of the Ombudsman, the Mediator and other NHRIs in the promotion and protection of human rights, and recognised the added value of our institutions in promoting peace and social cohesion.

Today, we are witnessing a new reality of wars and conflicts, or for the most part, internal conflicts of diverse origin (ethnic, ideological, political or religious). Political crises are also becoming more violent for a variety of reasons. Mediation cannot be detached from prevention and our role in peacebuilding is undeniable. Are we not saying that prevention is better than cure? In this respect, prevention is to mediation what prophylaxis is to therapy.

These ambitions, as well as many others that have not been taken up, can only be achieved with a collective commitment from all our institutions in general, but especially from our association, which is an excellent platform for promoting the values of peace and justice and a gear for the reinforcement of dialogue as our primary tool to use in mediation.

Thank you

Honourable Edouard Nduwimana
Ombudsman of the Republic of Burundi
President of AOMA

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In Commemoration of Nelson Mandela International Day, July 18



Featuring the Address by President Nelson Mandela at the African Regional Workshop of the International Ombudsman Institution, 26 August 1996

President of the International Ombudsman Institution, Public Protectors and Ombudsman, Members of the Diplomatic Corps, Ladies and Gentlemen.

I must begin by making a confession. When I first heard of the invitation to this conference, I was quite concerned.

I wondered what I had done that had not only incurred the wrath of our own Public Protector's Office but had also brought the entire international community of such offices to summon me here. You can imagine my relief, this morning, on seeing the programme of this event.

It is truly a privilege to welcome such a large gathering of distinguished people from all over the world at this historic meeting. Today marks a milestone for our nation and its Office of the Public Protector. Your presence is a sign that we are moving in the right direction, confirming that we have at last taken our place among the nations of the world striving to uphold good governance and entrench democratic practices.

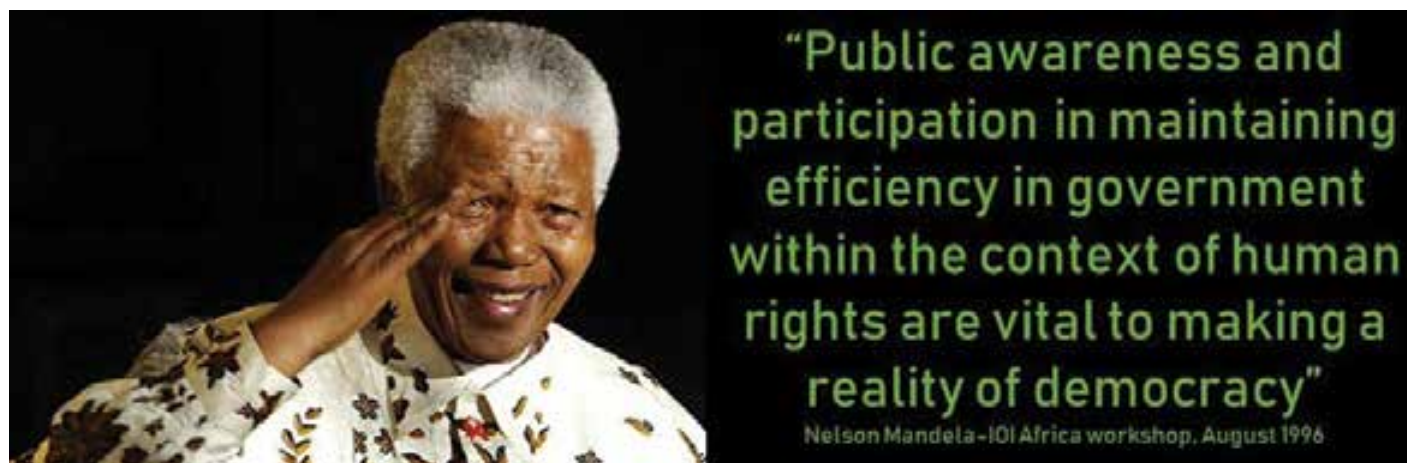
To reach the point of staging this workshop has required the joint co-operation of government and other organisations with the Office of the Public Protector. They have worked hand in hand with our international partners,

in particular, the International Ombudsman Institute, the Commonwealth and the United Nations' Development Programme.

Just over two years ago, on the inauguration of a democratic government in South Africa, we pledged that our land would never again experience oppression and domination. We knew the daunting task of building peace, prosperity, non-racialism and non-sexism required that a culture of democracy should take root in a society accustomed to violent discrimination and autocracy.

We were mindful from the very start of the importance of accountability to democracy. Our experience had made us acutely aware of the possible dangers of a government that is neither transparent nor accountable. To this end, our Constitution contains several mechanisms to ensure that government will not be part of the problem, but part of the solution.

Public awareness and participation in maintaining efficiency in government within the context of human rights are vital to making a reality of democracy. Many South Africans can still recall a time when the face of the Public Service was hostile, and a complaint could lead to



victimisation or harassment; when access to justice seemed an unrealistic dream. In the new South Africa, the face of the Public Service is changing radically.

However, we are not yet out of the woods; much still needs to be done in terms of transformation. In this sense, therefore, our Public Protector's Office is not only a critical instrument for good governance. It also occupies a central place in the transformation of the public service by, among other means, rooting out the arrogance, secrecy and corruption so rampant during the apartheid years.

One current instance of this is the decision by our Ministry of Justice to assist in rooting out the problem of the disappearance of dockets and other forms of corruption in the criminal justice system, a scourge which has hampered the campaign against crime. As such, we have come to appreciate that the Public Protector may require many more resources than we had originally envisaged.

Chairperson and delegates, we all know that, for this Office to succeed, it is the ordinary citizens who should take responsibility for enforcing good governance.

People must be encouraged to speak out against maladministration with the surety that their complaints will be taken seriously and in confidence. Every citizen needs to be familiar with their obligations and duties. They must be able to claim the right to be treated justly, promptly and courteously, and to claim their due under the law. Only then will we be able to ensure that government is dedicated to public service and a culture of efficiency and transparency.

In this regard, it is the duty of government and the institution which you represent to educate citizens about their rights and obligations; to encourage the forthrightness that will help transform the State from a colossus to be feared, into a public servant to be employed to build a better life.

In its short existence, the Office of our Public Protector

Source: South African Government Information Website.

has been greeted with enthusiasm; and it has established its credibility across the spectrum.

This gathering, then, is both a celebration of the empowerment of ordinary citizens, and an exercise in further empowering their agents for good government.

Every one of you here today is entrusted with the very important task of serving the citizens of your countries with diligence. It is thus incumbent upon you to expose every wrong you find committed in the public administration, without fear or favour. This means that the role of Ombudsman is sometimes a lonely one, often the only voice of the public in the face of opposition from powerful officials.

This is why gatherings such as this are so important. They provide each of us with the opportunity to compare our situation with that of other countries, to keep in touch with the latest developments, to exchange skills and experiences and to inspire us further for the benefit of all. South Africa, so new to this field, has a great deal to learn from everyone else.

Among the common challenges that we face is ensuring equitable involvement of women in this work. It was to voice our commitment to this objective that, with the advantage of latecomers, we decided to give the office of 'Ombudsman' a formal designation reflecting the culture of non-sexism that its duties, by definition, imply.

I wish you well in your deliberations. I am confident that the people of South Africa and Africa as a whole will benefit from your conclusions.

To our visitors from other countries, may I say how privileged we feel to be your host. May your stay in South Africa be a pleasant one.

I thank you

President Nelson Mandela

"It is incumbent upon you to expose every wrong you find committed in the public administration, without fear or favour. This means that the role of Ombudsman is sometimes a lonely one, often the only voice of the public in the face of opposition from powerful officials."

AOMA – Activities and Reports

Introducing Ombudsman who Commenced Office in 2017-2018

i. Mediator du Faso



Hon. Saran Sérémé, Mediator of Burkina Faso.

Saran Sere, born Sérémé, Mediator of Faso (a married mother of two children) has more than 17 years of experience in the field of politics, in the Burkinabè Parliament and the Economic Community of West African States (ECOWAS). The first woman candidate in the presidential election in

Burkina Faso, Sérémé is an economist (manager) in training, and a holder of a Masters in Business and Management.

Although she was an entrepreneur, she is especially well known in the association and political world. She developed an early interest in the 'Res publica', and became involved in both scholar and student organisations in Burkina Faso and Mali in the years 1983 to 1993.

It is, therefore, natural that Sérémé became a politician with her entry in 2000 as a member of the party Congress for Democracy and Progress (CDP) and was quickly promoted to a member of its National Board.

She spent 10 years in the Burkinabè Parliament from 2002 to 2012 where she held positions of responsibility such as the chairmanship of the Gender Caucus of the National Assembly, which has actively worked for the adoption of the Gender Quota Act in Burkina Faso. She also led several Friendship Groups in Parliament.

As a member of the ECOWAS Parliament, of which she served as Vice-President from 2010 to 2012, she chaired several parliamentary crisis management committees in the states of West Africa, and was part of eight years of mediation in the ECOWAS states in crisis through diplomacy. She was Head of Mission of the various delegations of the ECOWAS Parliament, participating in conferences and various training.

In 2012, she established the Party for Development and Change (PDC), and ran for the 2015 Presidential Elections in Burkina Faso before being appointed Mediator of Burkina Faso.

Internationally, her remarkable skills as a female leader are recognised worldwide. She has been a Member of

the 'Great Political Guests' of the US Democrats in the US (2012); guest speaker and spokesperson for the African delegation of the 'Best World Leaders' invited to the US Democrat Candidate's Inauguration Congress, namely that of President Barack Obama in Charlotte, USA (2012); nominated as Best Francophone Politician in London (England) at the Conference of Great Black Leaders of the World (2013); Sponsor of the Nigeria Cinema AMA Awards held at Delta State (equivalent of Burkina Faso FESPACO) and nominees.

Sérémé was appointed Mediator of Burkina Faso on 27 September 2017, a decision taken in the Council of Ministers, replacing Alima Déborah Diallo, who held this position for six years.

ii. Mediator of Cote d'Ivoire



Hon. Adama Toungara, Mediator of Cote d'Ivoire.

Adama Toungara, former Minister of Petroleum and Energy (2010-2017) and Mayor of the Abobo Municipality, has been appointed as the new Mediator of Cote d'Ivoire. He succeeds N'Golo Coulibaly, who has taken up the position of President of the High Authority for Good Governance.

Toungara was born on 11 June 1943 in Duékoué, Ivory Coast. He received a Master's Degree in Petroleum Engineering from the University of Southern California in 1971. An energy expert, he served as Director of Hydrocarbons from 1971 to 1975 and held leading positions in energy in Côte d'Ivoire and internationally, including: Chairman and Chief Executive Officer of the Ivorian Refining Company (1973-1981); Director of the Ivorian Petroleum Company (1975-1982); Chief Executive Officer of the National Company of Oil Operations Ivory Coast (1975-1981); Director of SHELL Côte d'Ivoire (1975-1981); Director of BICICI (1976-1992); Chief Executive Officer of the Multinational Bitumen Company (1979-1981) and Vice-Chairman, Chairman and Chief Executive Officer of the Ivorian Petroleum Company in 1993.

iii. Ombudsman of Rwanda



Hon. Anastase Murekezi,
Ombudsman of Rwanda.

Former Prime Minister of Rwanda, the Honourable Anastase Murekezi, was appointed the new Ombudsman of Rwanda in August 2017. Murekezi was born in Rwanda's Southern Province, Nyaruguru District on 15 June 1952.

He holds a Bachelor of Science Degree in Agricultural Engineering obtained from the Université de Louvain La-Neuve, Belgium. He has professional experience and expertise in socio-economic development: analysis of development policies and strategies, planning, monitoring and evaluation, rural development, environment protection, governance, gender equality, information and communication technologies.

Since the 1980s, Anastase Murekezi served as a senior official in the Ministry of Agriculture and Animal Resources, and as an independent consultant in agri-business development. In 2004, he was appointed to the Cabinet of Rwanda, where he served as Minister of State in charge of Industry and Investment Promotion, Minister of Agriculture and Animal Resources and Minister of Public Service and Labour, before his appointment in July 2014 as Prime Minister.

Murekezi was appointed Ombudsman of Rwanda in 2017, replacing Hon. Cyanzayire Aloysie, who was the Ombudsman of Rwanda for five years, and who has now been appointed as a judge in the Supreme Court of Rwanda.

iv. Mediator of Guinea



Dr Mohamed Saïd Fofana,
Mediator of Guinea.

Dr Mohamed Saïd Fofana was born in 1952 in Forécariah, and is married with five children. He holds a Master's Degree in Economic Engineering from the Gamal Abdel Nasser Polytechnic Institute of Conakry (1976), and a Doctorate in Population and Development from Cedore

in Romania (1980). Fofana has also received training in trade diplomacy at the World Trade Organization (WTO) Training Institute in Geneva, Switzerland in 2004.

In addition to his solid academic training, he has participated in several seminars, workshops, internships and study tours in Guinea and abroad.

Fofana has been serving the nation since 1977, working across all levels of public administration, from the Ministry of Planning and Statistics to the Prime Minister. He began his administrative career in 1977 at the Ministry of Planning and Statistics, where he served successively in the Economic and Financial Planning Division, and in the Agricultural Planning Division before serving as Deputy Director of the Department of Social Planning and Human Resources. Between 1984 and 2009, he held a range of high ranking positions within the Ministry of Foreign Trade. In 2010, he was appointed Prime Minister by the President of the Republic, a position he exercised with loyalty and dedication for five years (2010-2015).

On 9 February 2018, Fofana was appointed Mediator of the Republic of Guinea by Decree No. D/2018/019 PRG/SGG of the President of the Republic. He succeeds General Facinè Touré, whose term expired.

v. Ombudsman of Angola



Hon. Carlos Ferreira Pinto,
Ombudsman of Angola.

Carlos Alberto Ferreira Pinto was elected Ombudsman of the Republic of Angola on 18 December 2017 by the National Assembly. He was sworn in at the headquarters of Parliament on 19 January 2018, succeeding his predecessor Paulo Tjipilica.

Ferreira Pinto was born on 24 April 1954 in Lumbala-Caquengue, Municipality of Alto-Zambeze, Province of Moxico. He is a long-standing public servant who was a member of the Provincial Parliament (1980-1991) and the National Assembly (2008-2017), where he became the Chairperson of the Constitutional and Legal Matters Commission in 2008. Ferreira Pinto graduated from Agostinho Neto University with an LLB in 2004.

vi. Ombudsman of Sierra Leone



Hon. Melron C. Nicol-Wilson,
Ombudsman of Sierra Leone.

In March 2017, the former President, Dr Ernest Bai Koroma, appointed a reputable Human Rights Lawyer, Melron C. Nicol-Wilson, as Ombudsman of the Republic of Sierra Leone. Nicol-Wilson was appointed in accordance with the provision of Section 3 of the Ombudsman Act of 1997 (Act No.2 of 1997)

for a renewable term of four years. His appointment was subsequently approved by Parliament, on 11 April 2017. He is the third and youngest person to be appointed as Ombudsman of the Republic of Sierra Leone.

Nicol-Wilson brings 18 years of experience in legal practice since his call to the Sierra Leone Bar in December 1998. He is a former Teaching Fellow at the Human Rights Institute, Columbia Law School in New York, USA, where he worked closely with Professor Louis Henkin in developing a curriculum on Human Rights Law and International Humanitarian Law for university students in Sierra Leone. He subsequently became the first Human Rights Law lecturer at the Fourah Bay College, University of Sierra Leone.

Nicol-Wilson is the founding Director of the first Legal Aid Centre in Sierra Leone – the Lawyers Centre for Legal Assistance (LAWCLA), which fought for indigent persons to access justice. Nicol-Wilson has worked as a consultant for various institutions, including the World Bank (Legal Vice Presidency) Head Office in Washington DC; the Office of the United Nations High Commissioner for Human Rights in Namibia; the United Nations High Commission for Refugees in Sierra Leone; the Polytechnic of Namibia; the British Council/DFID; and the European Union in Freetown, Sierra Leone.

Nicol-Wilson holds several degrees and postgraduate diplomas from various universities, including: the Fourah Bay College-University of Sierra Leone; Sierra Leone Law School; University of Pretoria in South Africa; University of Nottingham in the United Kingdom; the University of Lund in Sweden; and the International Institute of Human Rights in Strassbourg, France.

He is the winner of the 2007 African Human Rights Lawyer Award and several other awards in Sierra Leone, including: the 2003 AWOL Lawyer of the Year Award, the 2004 Children's Advocacy Award and the 2007 Madrugar Lawyer of the Year Award. Nicol-Wilson has always been commended for his contributions to the common good of society, and is recognised as a 'Giraffe', by the International Giraffe Heroes Project.

vii. Ombudsman of Seychelles



Hon. Nicole Tirant-Ghérardi,
Ombudsman of Seychelles.

Nicole Tirant-Ghérardi was born and spent her early childhood in Kenya before her family returned to their native Seychelles where she completed her schooling. She holds a Bachelor of Law Degree (LLB) from the University of Liverpool and was called to the bar as a member of Gray's Inns of Court in June 1983. She also

spent two years studying French Civil Law at Master's level at the University of Toulon, in Southern France.

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. Her special interests were criminal law, family law and employment law.

After returning home in 1978, Tirant-Ghérardi joined the Civil Service in a transition state, which had gone from being a British colony in 1975 to the independent First Republic in June 1976, followed by a coup d'état in June 1977 that led to a one-party socialist Second Republic in June 1979. Prior to becoming an attorney, she worked in the Ministry of Agriculture and Fisheries. She moved to France for family reasons in 1987 but returned to the Seychelles in 1994 and set up in legal practice before becoming the Secretary-General of the Seychelles Chamber of Commerce and Industry (SCCI) in 1999. She formed part of the Seychelles negotiating team that worked on the post-Cotonou Economic Partnership Agreements with the Eastern and Southern African regions from 2004 to 2008. She left the Chamber in 2010 to co-found and launch the country's second privately owned daily newspaper, *Today in Seychelles*, as Managing Editor. She wrote a regular chronicle on current affairs until she took up her current post as Ombudsman in 2017.

Tirant-Ghérardi is the fourth Ombudsman to take up the office and the first to have been nominated through an open recruitment process; all previous post holders having been appointed directly by the President upon nominations submitted by the Constitutional Appointments Authority. She was sworn in as Ombudsman for a seven-year mandate on 30 March 2017. She describes herself as the proverbial jack of all trades and her interest in so many diverse subjects is the fruit of her more 'passionate' side, which qualifies her approach to whatever she ventures into.

Tirant-Gherardi wholeheartedly embraces her current role and cuts out the essential with the objective of bringing about longer term improvements in the service delivery and administration of public sector organisations based on lessons learnt.

Saying Goodbye to Mme Amin and Introducing new AOMA EXCO Appointees

Mme Foziya Amin was appointed Minister of Culture and Tourism of the Republic of Ethiopia on 20 April 2018. She leaves the AOMA EXCO after four years of sterling service as President, during which she hosted, in collaboration with the AU Political Affairs Commission, the first African Ombudsman and Mediators Association (AOMA), African Union Commission (AUC) Bilateral Conference and AOMA General Assembly at the African Union headquarters in Addis Ababa-Ethiopia. In that General Assembly, she was elected the President of AOMA. She also hosted the AORC Board Meeting in January 2018. She was AOMA's official representative to the African Union from 2013 to 2018.

We know that Mme Amin will accomplish great things in her new position, but that AOMA/AORC will not be far from her heart.



Mme Foziya Amin.

The 14th Executive Committee Meeting held in Bujumbura, Burundi on 12 July 2018

EXCO Members present at this meeting were Hon. Edouard Nduwimana, Ombudsman for Burundi; Hon. Adv. Busisiwe Mkhwebane, Chairperson of AORC and Public Protector for South Africa; Hon. Caroline Sokoni, AOMA Treasurer and Ombudsman for Zambia; Hon. Monique Andreas, Oceanic Coordinator and Ombudsman for Madagascar; and Hon. Martha Chizuma, IOI Africa Director and Ombudsman for Malawi. Special authorised representatives were Hon. Pannan Souleymane Coulibaly, on behalf for Côte d'Ivoire; Vincent Mbombo for Tanzania; and Motselisi Makhele for Lesotho. Apologies were received from Hon. Saran Sere Sérémé, who is the West Africa Coordinator and Ombudsman for Burkina Faso, and Hon. Adv. John Walters, Ombudsman for Namibia.

The outgoing President, Hon. Foziya Amin, called the meeting to order and welcomed members to the 14th AOMA Executive Committee meeting. After welcome remarks from the host Ombudsman of Burundi, a moment of silence was observed for the late Adv. Patience Marivate Rendani, Deputy Military Ombudsman of South Africa, and the late Jean Albert Andrianasolo, Deputy Ombudsman of Madagascar. The outgoing President gave her final remarks

and handed over to the second Vice-President, Hon. Edouard Nduwimana, who was subsequently elected to the position of Acting President till the elections in November 2018. The Acting President then declared the meeting duly convened and constituted.

The key discussions and resolutions to note from this meeting were:

- Consideration of the vacancies in the Executive Community: the second Vice-President and Ombudsman of Burundi was elected to the position of Acting President and the Chairperson of AORC and Public Protector of South Africa was elected to the position of first Vice-President. Members resolved that the new Ombudsman of Cote d'Ivoire be admitted to the Executive Committee in the position of second Vice-President until the fresh elections in November 2018.
- Proposal for re-establishment of the AOMA Secretariat: Prof. Ayeni provided background to his advisory opinion on the establishment of a permanent AOMA secretariat. He took the Committee through the options, explaining the strengths and weaknesses of



Exco Members pay a courtesy visit to the President of Burundi, Hon. Perre Nkurunziza (centre).

each. By way of consensus, the Executive Committee settled for the first option, which entails the creation of a distinct secretariat that is separate from the office of the Secretary-General. It was agreed that the secretariat would be established at the AORC offices in Durban, South Africa.

- Constitutional amendment: It was first of all clarified that the process envisaged was one of constitutional review, rather than amendment. A review of the Constitution in its totality was deemed necessary to factor in new developments such as hoped for observer status in the African Union and a cooperation framework with regional bodies such as SADC. The Chairperson of the Constitutional Amendment Committee and the Public Protector of Zambia took members through a zero draft of the proposed amended Constitution and invited further input from members to finalise the draft ahead of the 6th General Assembly. It was resolved that the secretariat would facilitate the translation of the zero draft of the constitution into all AOMA languages and disseminate the same to members of the Executive Committee for further input by 15 September 2018.
- Membership applications: The National Council for Human Rights of Egypt was admitted as an ordinary

member, whereas the Mauritian Ombudsman for Children, being a sectoral Ombudsman, was admitted as an associate member in line with the AOMA Membership Guidelines and the Constitution.

- Sixth General Assembly: The Ombudsman of Rwanda was represented by Fidele Munyeshyaka, a chargé d'affaires at the Rwandese Embassy in Burundi, for purposes of briefing members on the preparations for the General Assembly. The Executive Committee agreed in principle to align the theme of the General Assembly with that of the African Union, which has declared 2018 to be the year of combatting corruption. AORC undertook to cover the cost of accommodation for Ombudsman attending the General Assembly whereas AOMA would pay for simultaneous interpretation costs. Francophone members noted that the proposed dates for the General Assembly overlapped with those of the meeting of the AOMF and proposed that the General Assembly dates be pushed to late November or early December to allow them to attend both meetings.

The next EXCO meeting was set to take place in Kigali, Rwanda, ahead of the 6th General Assembly, which will also take place in Rwanda in November.

Keynote Interview with the Ombudsman of Djibouti



Dr Kasim Issak Ousman, Ombudsman of Djibouti.

The Ombudsman of Djibouti, Dr Osman Kassim Issak, former Minister of Health and a medical practitioner, was appointed Mediator of the Republic of Djibouti on 17 May 2016 (succeeding Suleiman Ali Miyir). Before assuming his current role, Kassim Issak worked as a Chief Medical Officer of a community health centre and then a regional hospital. He was also National Coordinator of the STD/Aids programme following two years of training on the capacity of tropical medicine and care for people living with HIV/Aids at the University of Bordeaux; Director of Basic Health Care; Inspector-General of Health; Technical Advisor to the Minister of Health; Director-General of the Higher Institute of Health Sciences and Minister of Health.

Q: *You were appointed Mediator of Djibouti since May 2016. Contrary to your previous role as Minister of Health, you are now facing the intimidating task of investigating citizen complaints against the functioning of state administration, decentralised institutions, public institutions and any organisation vested with a public service mission. How do you cope with your new task and how is it different from your previous experience as the Minister of Health?*

A: My new mission is as exciting as the one before, which I exercise with so much dedication. Certainly, it is less stressful, but it requires more listening; that's what I have set myself as my goal.

During my two years at the head of the Institution, I managed to solve many outstanding cases, thanks to my collaborators from the central office as well as those in the remote regions, but also the collaboration of responsible service managers is not to be overlooked.

Q: *Tell us about the basic terms of reference of your Office, your powers and your relation to the State. How long is your tenure?*

A: It is after exhausting all the channels within their service that the plaintiffs address us. My term of office is for a non-renewable term of five years.

Q: *Do your powers of investigation include accepting complaints from public officials against the actions of other public officials?*

A: No, this issue is dealt with much more by officials of both public services or by the courts.

Q: *What procedure will be followed once the Mediator has completed an investigation?*

A: To access the Ombudsman, the complainant is not required to go through an elected representative and/or a parliamentarian. He submits his complaint to the Ombudsman in writing. The next day, he is summoned by the Ombudsman for a hearing. If the Ombudsman considers his complaint admissible, he writes a letter to the person in charge of the offending department who has the

obligation to answer. Once the response of the offending department has reached me, I call the complainant to share the answer and most of the time, we find common ground. We might also direct the complainant to justice if we do not reach a common ground.

Q: *How do you inform the public about the duties and findings of the Mediator and foster awareness of the functions of your office?*

A: Upon taking office, I began to visit the districts of the City of Djibouti and the five regions of the interior to inform people about the existence of this Institution, its role and its missions. We also have the opportunity to go through the audiovisual media. The public is informed through meetings we hold at the district level, through the media and our annual report that we produce 300 copies of to send to all politicians, public and semi-public, and in the libraries of universities.

Q: *In what way can the Office of the Mediator of Djibouti be seen as promoting and protecting human rights?*

A: Djibouti is a small country where everything passes by word of mouth and today everyone knows the existence and the steps of our Institution since we manage to solve 70% of recorded complaints.

Q: *As a medical doctor, were you involved in any way in human rights activities prior to your appointment as Mediator of Djibouti? If yes, has that influenced your appointment to your current post in any way? Have any of your previous experiences helped you to formulate a specific approach to follow in your new position?*

A: I have no memory of having been in any breach of trust during my previous professional activities. I have always been close to my superiors and subordinates, which probably helps me today to solve a number of problems very quickly that have been pending for several years. I have no memory of having acted openly or in public on the question of human rights in my previous functions.

“Djibouti is a small country where everything passes by word of mouth and today everyone knows the existence and the steps of our Institution since we manage to solve 70% of recorded complaints.”

Q: *What is your long-term vision for what you would like to accomplish in this position?*

A: During my term of office, I will strive to uphold the rights of all those who live in our national and/or foreign territory.

Q: *In March 2018, you hosted AORC for training of the North and East African regions of AOMA. How did this training impact on the government and the public understanding of your office?*

A: Before hosting the training of the regions of North and East Africa, I had already organised a regional conference of IGAD (Intergovernmental Authority on Development) for the first time. These two workshops have had a very positive impact, especially with the authorities of my country. In addition, our Institution will celebrate its 20th anniversary next year.

Q: *You were appointed to the AORC Board in January 2018. What would you like to bring to this role and what is your vision for the future of AORC?*

A: Everything will depend on the mission entrusted to me within the AORC. However, already, I see that the AORC must take into account the specificity of each member country, giving the same opportunities to everyone by organising workshops. Nevertheless, member countries must also fulfil their duty (membership fee). The survival of the organisation depends on it.

AORC – Activities and Reports

a) September 2017 and January 2018 Board Meeting

i. The 16th Board Meeting was held on 6 September 2017 in Pretoria, South Africa

Members present at the meeting were the Chairperson Adv. Busisiwe Mkhwebane (Public Protector, South Africa); Hon. Foziya Amin (at that time President of AOMA and Chief Ombudsman of Ethiopia); Dr Regina Mwatha (at that time Acting General Secretary AOMA and Acting Ombudsman of Kenya); Hon. Alima Traoré (at that time Médiateur du Burkina Faso); Madame Maria Sango (at that time Deputy Ombudsman of Angola) and Themba Dlamini (at that time CEO of PPSA).

Among the observers to the meeting were the Ombudsman of Botswana Hon. Augustine Makgonatsotlhe and the CEO of the Office of the Mediator of Cote d'Ivoire Hon. Pannan Coulibaly. Apologies were received from Dean Managay Reddi (then Acting DVC, University of KwaZulu-Natal (UKZN)) and Prof. Warren Freedman (at that time Acting Dean and Head of the School of Law, UKZN).

Chairperson of the Board Adv. Mkhwebane welcomed everyone present with a special acknowledgment of the presence of the Ombudsman of Botswana Hon. Augustine Makgonatsotlhe, who attended the Board meeting as an observer. He later visited the PPSA office and AORC.

After adopting the agenda of this meeting and noting the apologies from both representatives from UKZN, it was noted that the meeting was not quorate according to the constitution. However, Board members present agreed to carry on with the meeting as planned, but all decisions taken would be ratified by Board members on a round robin basis.

After the approval of the minutes of the 15th Board Meeting held in Durban South Africa on 14 February 2017 with minor changes, the other key matters arising from these minutes were:

- The Board agreed that the Best Practice Brief for institutions of Ombudsman in Africa should be translated into Arabic and Portuguese in order to cover all languages of AOMA. This Best Practice Brief is a product of the initial study on Comparative Analysis of Legal Systems Governing Ombudsman Offices in Africa, completed in January 2014 (based on a sample of eight countries).
- AOMA should become an accredited agency of the African Union. The President of AOMA would take the lead in pursuing discussions with the AU.

The Director presented the AORC activities report – the focus was on AORC-IOI research, information, capacity building, and advocacy. One issue arising was that 'research' should be specified in the MOU between AOMA and IOI. It was resolved that the Secretariat of AOMA will send this request to EXCO members on a round robin basis for their agreement because the MOU is with AOMA, therefore, all modifications need to be done in the same MOU; since AORC is a part of AOMA, AORC cannot enter into a research MOU with the IOI.

With regard to information, it was agreed that all members of the Board will send details of a liaison person to AORC in order to create a database of key persons who will be in constant communication for sharing information and updating between AORC and their institutions. In this way, if any member or partner of AOMA want to see their information published on the AOMA website and social media, their contact person will be able to communicate with AORC in that regard.

On capacity building, the following was discussed:

- Attachment programme: The attachment programme consisted of AORC receiving two staff persons from two different AOMA member countries for a period of not more than a month to be involved in the activities of AORC. This allowed them to interact with a colleague from a different region as well as the Director and staff of AORC so as to share knowledge that might help their offices to solve some difficult cases. It was resolved that the selection of candidates must be approved by the chairperson of the AORC Board. The two attachées chosen were from Kenya (the administrator for AOMA) and Malawi (who conceptualised the idea of an attachment programme).
- Language training programme: It was resolved that a 10-day programme of language learning, which should start with Ombudsman AOMA EXCO members first, should be included in the AORC Strategic Plan. This will start with English, and Ethiopia, Burkina Faso, and Angola will be part of the pilot programme.

- The Chairperson went through the funding proposal. She stated that it indicated AOMA's broader mandate of seeking an agency relationship with the African Union. She also underlined DIRCO'S focus on the African Renaissance. There is a need to use AOMA and AORC to promote peace and stability in Africa and to fund the institution in such a way that they can promote the use of Mediators and Ombudsman to assist in situations of conflict on the continent.

Other matters discussed were:

- The Board agreed to co-opt Adv. John Walters as a Board member to replace the late Judge Cowan (a founding Director of AORC);
- On upcoming training, the Board noted the upcoming training events for Indian Ocean (Madagascar, October 2017), East Africa training (Uganda, November 2017), North Africa Training (Djibouti, March 2018) and a hoped for Mediation course for eight Ombudsman (January 2018); and
- Chair in Ombudsman Study. It was agreed that the Director of AORC will get more information about the feasibility of the Chair in Ombudsman Studies at UKZN and update the Board on the process.

In her concluding notes, the Chairperson thanked everyone for coming and applauded them for their contribution to all of Africa and not only to their countries.

ii. The 17th Board Meeting in Addis Ababa, Ethiopia on 25 January 2018

Members present were the Chairperson Adv. Busisiwe Mkhwebane; Hon. Foziya Amin from Ethiopia; Dean Managay Reddi from UKZN, South Africa; Adv. John Walters from Namibia; and Mr Leonard Ngaluma representing the General Secretary in Kenya. Among the observers to the meeting was the Ombudsman of Burundi, Hon. Edward Nduwimana.

In addition to the standard procedures of the meeting, ranging from adoption of agenda and minutes and the key essential outcomes to resolution of this Board meeting, were:

- Research: It was resolved that if possible, the draft IOI Africa study will be workshopped as part of training to be conducted by AORC during the next AOMA General Assembly scheduled for November 2018 in Kigali Rwanda;
- Board Members: The Board unanimously resolved to co-opt the Ombudsman for Djibouti and Ombudsman

of Burundi to the Board as replacements for the Ombudsman of Angola and the Ombudsman of Burkina Faso. These Ombudsman were serving the Board of AORC in their personal capacities in conformity with the duration of their tenure in the office.

- Training: The Board agreed that AORC should continue planning of a training in Djibouti for the North African region and further recommended that this training should combine North and East African members of AOMA (as the East African training could not be hosted in 2016).
- Information and Communication: Further to the request of the Chairperson of the Board, AORC purchased a two-page advertisement in *Sawubona*, the magazine of South African Airways, which explained about the vision, mission, and core values of both AOMA and AORC. The Board resolved that the information about the *Sawubona* advert be shared on the AORC website and a request be sent to AOMA members to find out pricing for their national (especially hub) airlines for similar advertisements. Concerning communication between themselves, the Board resolved to begin a WhatsApp group for the Board members only.
- Malawi Training: The Board agreed to pay for the French translation in Malawi as AORC's contribution towards the cost of the training initiated by the Ombudsman of Malawi on the Role of Ombudsman in Protecting and Enforcing Accountability, Ethics and Transparency. In addition, AORC supported the participation of 18 persons from 11 countries who AORC needed to interview for the AORC/IOI Research Project.

During this meeting, Board members received the shocking news about the passing of Hon. Judge Cowan, former Ombudsman of Sierra Leone and former Board Member of AORC. The Board resolved to draft a letter to the Office of the Ombudsman of Sierra Leone to convey their condolences.

The meeting was concluded with a word of appreciation to everyone for their commitment from both the Chairperson Adv. Mkhwebane, and the Ombudsman of Ethiopia Mme Foziya Amin.

b) Introducing New AORC Board Members

i. John Walters – Namibia

Adv. John Walters obtained a BA (1977) and LLB (1980) degree from the University of the Western Cape in South Africa and was admitted as an advocate of the Supreme Court of South Africa (South West Africa Division, as it was then called) in 1981.



Walters was a career prosecutor since 1981 and magistrate since 1985. He spent some time in private practice until appointed Acting Prosecutor-General in December 2002 until 31 December 2003.

From April 1998 until March 2006, Walters was the Chairperson of the Transportation Commission of Namibia; he was a member of the Board for Legal Education from 1996 to March 2004; and a member (ex officio) of the Law Reform and Development Commission of Namibia since July 2004 to date. Walters is also a Board member of the African Ombudsman Research Centre.

Walters was appointed as Ombudsman of the Republic of Namibia in July 2004. He succeeded Adv. Bience Gawanas as the third substantive Ombudsman of Namibia. He joined the International Ombudsman Institute (IOI) Board of Directors as African Regional Vice-President in 2009. He was elected first Vice-President of the IOI in 2012 and President of the IOI in October 2014. His term of office as President of the IOI ended in November 2016.

ii. Edouard Nduwimana – Burundi



The Honourable Edouard Nduwimana was born in Nyagatobo, Gahombo municipality, Kayanza Province in 1968. He did his primary studies in Rukago, Gahombo municipality from 1975 to 1981, then lower cycle of humanities at the Gataru Orientation Cycle (1981-1985), and completed his Humanities at Rusengo High School (1985-1988). He graduated from the University of Burundi, Faculty of Law (1988-1993). He is married and is the father of seven children (four boys and three girls).

Positions held: 1993-1994 Legal Adviser of the Appro Service Burundi; 1994-1996 Deputy Prosecutor at Bururi; 1996-2004 Public Prosecutor at Kirundo; 2004-2005 Inspector of Justice; 2005-2007 Senior Legal and Administrative Advisor of the Senate; 2007-2008 Secretary-General of the Senate; 2008-2009 Governor of the Province Kayanza; 2009-2015 Minister of the Interior; and 2015-2016 Member of Parliament, second Vice-President of the National Assembly.

He became the Ombudsman of Burundi on 22 November 2016, succeeding Muhamed Rukara.

iii. Nana Poku – DVC/UKZN

Professor Nana K. Poku is the Deputy Vice-Chancellor and Head of the College of Law and Management Studies at UKZN. Before assuming this position, Poku previously served as the Executive Director of the groundbreaking Health Economics and HIV/Aids Research Centre (HEARD).



Professor Poku has a wide array of published work on globalisation and security; the HIV/Aids epidemic in Africa; global health; governance; migration and human security. He has published 16 books, over 50 book contributions and more than 30 peer-reviewed articles in internationally recognised journals.

Poku was formerly Pro-Vice-Chancellor of Research at the University of Bradford where he also served as Dean of the School of Social and International Studies. Prior to his work in Bradford, he held senior faculty posts at the Universities of Southampton and Nottingham Trent, UK.

iv. Issak Kassim Osman – Djibouti



Dr. Osman Kassim Issak, former Minister of Health and a medical practitioner, was appointed Mediator of the Republic of Djibouti in May 2016, succeeding Suleiman Ali Miyir (see his biographical details on page 10).

v. Vussy Mahlangu – CEO/PPSA

Mr Vussy Mahlangu is an experienced public management and administration executive who has worked at national and provincial government level where he provided executive thought leadership and strategic management for the past 14 years.



He has experience working with donors, foreign direct investment (FDI), state-owned enterprises (SOEs), municipalities, civil society and the business sector. His areas of expertise includes strategic and executive management, public finance management, project management, human resource management, intergovernmental and public relations and public administration.

Mahlangu is an excellent leader, team player with exceptional interpersonal skills who is passionate about public sector management, public sector finance, project management, financial management, consulting and training.

He holds a Bachelor of Arts Degree in Public Administration, an Honours Degree in Administration from the University of Durban (now UKZN). He also holds an Honours Degree in Political Science from the University of Pretoria as well as Postgraduate Diploma in International Development Studies from the Graduate Institute of Policy Studies (GIPS), and a Certificate in Infrastructure Finance from Harvard University.

Mahlangu has served as the Deputy Director-General, Acting Chief Financial Officer (ACFO) and Chief Director Restitution Management at the Department of Rural Development and Land Reform, among others. He also worked with the National Treasury where he served as a Director: Public Finance. He joined the Office of the Public Protector of South Africa in May 2018.

c) RICA Report

i. Update on Research

Update on IOI Africa Ombudsman Study (July 2018)

AORC is now in the final stages of data collection for its IOI Africa Ombudsman Study. Out of the 51 Ombudsman institutions to be covered, 44 interviews are complete and seven remain outstanding. These will be conducted via telephone once the outstanding questionnaires have been received. AORC continues to follow up with these countries.

AORC will be using SPSS (Statistical Programme for the Social Sciences) to collate and analyse the data collected. This will allow AORC to compare countries, identify patterns and trends, and look for relationships between variables. The research team is currently working on a data template and commenced coding and inputting data in September 2018. The IOI will be contracting the writer, peer reviewer and publisher.

During the interviews, AORC asked Ombudsman and their staff whether they felt the study had been of any benefit to them. To date, the responses have been encouraging, indicating that the study has provided a useful opportunity to reflect on some of their processes and systems. Comments from individual offices include:

“While you are asking the questions, we are listening and checking ourselves: Where are our weaknesses? Especially around statistics, collection of data... In general, we have learned a lot from the interview.” – Tadesse Gazu, UNDP Programme Officer, Ethiopian Institution of the Ombudsman.

“It has helped me to get my thoughts together. I’ve done all this thinking at different points last year with different ideas in mind. I’m thinking it through in a logical sequence for a logical purpose.” – Nichole Tirant-Ghérardi, Ombudsman, Office of the Ombudsman of Seychelles

“The interview was beneficial in that it allowed us to take an introspective view into our operations. There were issues that came up which we normally don’t think twice about, but which are very important.” – Caroline Sokoni, Public Protector, Office of the Public Protector Zambia

“Yes, it has been helpful in terms of streamlining our own understanding of what we are doing. Lots of operations go on gut feeling.” – David Makumbi, Director, and Mr George Nathan Bamugerere, Deputy IGG, Inspectorate of Government, Uganda

“The AORC research interview was a very fruitful exercise for me. It made me focus on our journey so far as the ZHRC, the challenges faced and our response thereto, and possible areas of focus in improving our delivery on our mandate, particularly our Public Protector/Ombudsman mandate.” – *Dr Ellen Sitole*, Deputy Chairperson of the Zimbabwe Human Rights Commission

ii. Training Update

Training Notes (see more details regarding the following training on the website: <http://aoma.ukzn.ac.za>)

1. Central Africa Region Training, Burundi, July 2017: Mediation Theory and Practice



In support of the Ombudsman for Burundi’s initiative to host a conference to provide practical ways to promote peace and prevent conflict, AORC organised a training in mediation techniques for the Central African region. A three-day workshop was delivered (in French) by Rev. Prof. Abi Abekyamwale Ebuella, PhD in Peace and Reconciliation, Director of Research at Hope University in Burundi. AORC supported two participants each from Burundi, Congo Brazzaville, Central African Republic, Chad and Gabon.

2. Africa-wide Training in Malawi, February 2018: ‘The Role of Ombudsman Institutions in Promoting and Enforcing Accountability, Ethics and Transparency in the Public Sector’

Dr Victor Ayeni facilitated this excellent initiative of the Ombudsman for Malawi, in collaboration with the International Ombudsman Institute (IOI) and AOMA. AORC supported the simultaneous French/English translation throughout the training. Of the total 62 participants from 22 countries, AORC supported the presence of 18 participants from 11 countries. These were the countries that AORC needed to interview for the IOI/AORC research study.

3. North and East African Regional Training in Djibouti, March 2018: ‘The Role of the Ombudsman in Promoting Human Rights and Peace – with Particular Reference to Refugees and Internally Displaced Persons’

Due to postponement of the East African training in 2017, these two regions were combined for training in issues relating to the human rights of refugees and internally displaced persons. A total of 28 participants from 10 countries supported by AORC appreciated the overwhelming hospitality of the Ombudsman for Djibouti and his team. As a consequence of this training, the representative from Morocco shared with AORC a powerpoint presentation that she produced for internal training. This is available in Arabic and English on the website (<http://aoma.ukzn.ac.za>). Another significant result of this training was that the Ombudsman for Sudan subsequently visited two refugee camps and reported to the government on conditions and problems observed. A description of this extraordinary initiative will be posted on the website in due course.

4. Pilot English Language Training

Two members of the AORC Board – the Ombudsman for Ethiopia and Angola – participated in a 10-day English language programme in Durban (at their own travel expense). The UKZN’s staff language trainer tailored a programme that entailed full-day instruction as well as practice opportunities with the Dean of the UKZN Law School, the International Peace Programme at the Durban University of Technology, the Durban branch of the Public Protector of South Africa and two cultural excursions.

Based on the materials for and interactions during this training, the teacher and AORC are developing a one-hour audio practice conversation to assist Ombudsman to speak to each other in English on basic matters such as remit, structure, legal regime and operations.

5. KwaZulu-Natal, South Africa – Provincial Ombudsman Training

The Director delivered a one-day Capacity-Building Workshop for KwaZulu-Natal Provincial Ombudsman with complaints handling participants spanning the Office of the Premier, the Durban PPSA Office, Human Settlements, Democracy and Human Rights Support, and, Compliance and Risk Management.

IOI Corner – IOI Africa Region Update



1. The Public Protector of Zambia Caroline C.Z. Sokoni in her capacity as the International Ombudsman Institute (IOI) Africa Regional President and Treasurer General of African Ombudsman and Mediators Association (AOMA), paid a courtesy call on the Swedish Ambassador to Zambia, Mr Henrik Cederin, on 9 August 2018.

On 10 August 2018, the European Union (EU) Ambassador, Head of Delegation to the Republic of Zambia and COMESA Mr Alessandro Mariani paid a courtesy call at the invitation of the Public Protector.

The two meetings centered around exploring options of how the EU could advise regarding the establishment of a consolidated permanent secretariat of the IOI-Africa and AOMA, which currently are separately located and are rotational. The discussions progressed well, with assurances from the two ambassadors that they will do some research and revert to the Public Protector with the findings on how best the situation at hand can be mitigated.

2. The IOI Africa President attended training at Governance and Management Services International (GMSI) in the United Kingdom in May 2018.

During the training, the President paid a courtesy call on the UK Parliamentary and Health Services Ombudsman. The discussions went well, with assurances of finding ways for further cooperation between the two offices.



3. The IOI Board of Directors commemorated the 40th Anniversary of the IOI in New York at the UN Headquarters, USA on 30 April 2018.

Among the delegates were the IOI President, IOI Secretary General, UN Assistant Secretary General, the Zambian Ambassador to the UN, the UNDP Deputy Director, the Irish Ambassador, the Thailand Ombudsman and the Ombudsman of Malawi. This event was co-hosted by Austria, Thailand, Zambia and Ireland. The IOI discussed the issue of exploring ways of having recognition at the UN level. The IOI Board of Directors proceeded to attend a meeting in Toronto, Canada from 1-4 May 2018. During this meeting, the IOI Africa region received 10 000 Euros for training to be conducted in 2019. This training will be for both IOI and AOMA in line with the Memorandum of Understanding between the two institutions. The IOI President has since written to AOMA and IOI members for Expressions of Interest to host this training.



Upcoming **Events**

The South African Military Ombudsman hosts the 10th International Conference of Ombudsman Institutions for the Armed Forces (ICOAF) in October 2018

South Africa will be the first country in Africa to host the 10th International Conference of Ombud Institutions for the Armed Forces (ICOAF) from 29-31 October 2018 at the Emperor's Palace in Kempton Park near Johannesburg.

The conference is hosted in collaboration with the Geneva Centre for the Democratic Control of Armed Forces (DCAF), under the theme 'The Evolving Roles and Responsibilities of the Armed Forces and the Implications for Ombuds Institutions'.

The 10ICOAF is expected to bring together over 50 countries globally with external armed forces oversight and experiences to address mutual challenges and share best practices.

The last day of the conference is dedicated to Africa Day celebrations in the form of a panel discussion under the theme: 'Advancing the Narrative of External Oversight over the Armed Forces in Africa'.

The key outcome of the conference will be policy recommendations and a conference statement that attempts to link the promotion of external oversight of armed forces in Africa and the responsibility to protect Human Rights and dignity.

For more information, please contact:

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- Kgomotso Mokgethi, AD Research and Development, at 012 676 3857 or email: mokgethik@milombud.org

One Day of Practical Tools and Strategies for Ombudsman in the Fight Against Corruption will be held in Rwanda 29 November 2018

This training will be facilitated primarily by Dr Roger Koranteng, Interim Advisor and Head, Governance and Peace Directorate of the Commonwealth Secretariat. Koranteng, who is originally from Ghana, is one of the Commonwealth's foremost experts in this field. The Commonwealth Africa Anti-Corruption Centre is the brainchild of Dr Koranteng. Established in Botswana, this training will reinforce the theme of the conference the day before, hosted by the Ombudsman for Rwanda on: 'The Role of the Ombudsman in Promoting Transparency and Accountable Governance in Africa' (focus on corruption). AOMA's General Assembly will follow on 30 November 2018.

Tribute to a Pioneer: The First South African Deputy Military Ombud

Adv. Rendani Patience Marivate



We remember and salute the spirit of Adv. Rendani Patience Marivate, the first Deputy Military Ombud (DMO). We continue to celebrate her life, being mindful that 3 September 2018 marked her 50th birthday.

Adv. Marivate's illustrious professional accomplishments stemmed from a solid academic footing when she graduated with a BA (Law) degree from the University of Venda in 1990, an LLB from the University of the North in 1993, and an LLM from the University of South Africa in 2003.

She served with distinction in various strategic leadership roles from Military Law Officer, Senior Military Counsel, Senior Military Judge, Director Military Defence Counsel and the first Deputy Military Ombud until her untimely death on 23 June 2018.

In the years to come, we may not remember many of the words she spoke, her academic credentials or her illustrious professional accomplishments, but the memories of exemplary leadership and sterling performance in her service with the South African Military Ombud Office will stay in our hearts forever, never to be forgotten.

We salute and continue to remember someone whom people were able to relate to with ease. She was famously called DMO. Adv. Marivate was full of wisdom and grace, in her professional and personal capacity. She was fierce and uncompromising in her principles, and never had to say anything twice. As a leader, she never had to speak loud to be heard. It was her belief in the goodness of all people that speaks, not our grief.

For it is indeed a life well lived that speaks, not her death. It was her courage that she demonstrated in 1995, when she became the first South African black female in the Navy, undertaking her military training at the South African Naval College in a traditionally male dominated arena. She joined the legal office as Military Law Officer in Simon's Town, Cape Town upon completing her studies.

It was her indelible imprint she left behind that speaks loudest and this is how the South African Military Ombud

team and those who knew her continue to remember her:

- She was a champion for change management in the workplace, a role model and pioneer who charted a new path for black female legal officers in the South African Navy, responsible for an impartial and effective Military Defence Counsel service, among other things;
- She continued to chart new terrain when she became the first Deputy Military Ombud in 2017 and was tasked with the responsibility to oversee institutional independence, international relations and change management in the workplace. Her passion was to listen to ordinary people, improve morale and be the voice of reason; and
- She interacted well with local, regional and international bodies, including high-level Office representation during the AOMA Peace Conference held in July 2017 in Burundi. She also represented the Office well at the 9th International Conference of Ombud Institutions for the Armed Forces (9ICOAF) Preparatory meeting held in May 2017, London, United Kingdom.

"You strike a woman, you strike a rock" is a renowned expression in South Africa to commemorate women's courage and strength since the 1956 march. It is indeed equally befitting to accord the same stature to Adv. Marivate, also a pioneer and woman of courage and faith who changed the South African female narrative in the entire South African Navy, Defence Legal Services and the South African Military Ombud, to which she dedicated her entire life.

The South African Military Ombud Office further appreciates all messages of support that we received from AOMA members, national and international bodies and public institutions. We are truly indebted to all of you and we will never forget this kind gesture and support at a time of need.

May her legacy live on!

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Useful Phrases

ENGLISH	FRENCH	PORTUGUESE	EGYPTIAN ARABIC تَيْرِصْ مَلَأْ تَيْرِجَلَأْ تَيْرِ مِاعِلَأْ
How are you?	Comment ça va?	Como está? (frm)	m – (izayyak) كَيْزَا / f – (izayyik) كَيْزَا / pl – (izayyuku) كَيْزَا؟
I am fine, thank you. And you?	Ça va bien, merci. vous?	Estou bem, obrigado(a). E o você?	m – (kwayyis, al hamdulillah. wa inta) تَنْ أَوْ هَلْ دَمِحْلَا، سَيُوك / f – (kwayyisa, al hamdulillah. wa inti) تَنْ أَوْ هَلْ دَمِحْلَا، سَيُوك
What is your name?	Comment vous appelez- vous?	Como se chama?	m – (Ismak ey?) هِي إِكْمَسَا؟ f – (Ismik ey?) هِي إِكْمَسَا؟
My name is ...	Je m'appelle ...	Chamo-me ...	(ismee ...) إِسْمَا ...
Where are you from?	D'où venez-vous? (frm)	És de onde?	m – (Inta minayn?) نِينِم تَنْ؟ f – (Inti minayn?) نِينِم تَنْ؟
I'm from ...	Je viens de ...	Venho de ...	نَم أَنَا (ana min ...)
Pleased to meet you	Enchanté (e)	Prazer	تَدِي عَس تَصْرَف (fursa sa'ida)
Good night	Bonne nuit	Boa noite	رِيخ يَلْع حَبِصْت (tişbah 'ala khayr)
Goodbye	Au revoir	Adeus	تَمِ السَّلَامَا عَم (ma'is salāma) يَا ب (bai)
Good luck!	Bonne chance!	Boa sorte!	إِدِي عَس ظَح (hazz sa'eed)
Cheers! Good Health!	Santé!	Viva!/Saúde! (health)/ Tchim-tchim!	گُود هِلث – (fee sahitkum) إِم كِت حَص يِي
Have a nice day	Bonne journée!	Tem um bom dia!	دِي عَس جُوي (youm sa'eed)
Have a nice meal	Bon appétit!	Bom apetite!	إِءَافِشَلَا وَ إِن هَلَاب (bil hana wish shifa'!)
Have a good journey	Bon voyage!	Boa viagem!	يِي جِي ت وَ حُورْت (tirooh wa tigi bis salaama!) تَمِ السَّلَاب
I understand	Je comprends	Compreendo	m – (ana faahim) مَدَاف أَنَا f – (ana fahma) مَدَاف أَنَا
I don't understand	Je ne comprends pas	Não compreendo	مَدَافَا أَل (lā afaham)
Please say that again	Pouvez-vous répéter, s'il vous plaît?	Pode repetir isso, por favor?	m – (mumkin ti'ool taani?) هِي نَاث لُوقْت نَكْمَم؟ f – (mumkin ti'oolee taani?) هِي نَاث لُوقْت نَكْمَم؟
Please write it down	Pourriez-vous me l'écrire?	O senhor poderia escrever isso para mim, por favor (frm>m) A senhora poderia escrever isso para mim, por favor (frm>f)	m – (mumkin tiktibuh?) هِي بْتَكْت نَكْمَم؟ f – (mumkin tiktibeeh?) هِي بْتَكْت نَكْمَم؟
Do you speak English?	Parlez vous anglais?	Você fala inglês? (frm)	m – (bititkallim 'arabi?) يِي بْرِع مَلْ كِتْتَب؟ f - (bititkallimee 'arabi?) يِي بْرِع مَلْ كِتْتَب؟
How much is this?	Ça coûte combien?	Qual o preço disto? (frm)	هَد مَكْب (bikam da?)