



Islamic Republic of Iran  
Judiciary Branch  
General Inspection Organization



Tehran- Iran

7-10 OCT 2013

# The 13<sup>th</sup> Asian Ombudsman Association Conference

**Conference Guide**

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

*In the Name of God, the Merciful, the Compassionate*

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## Message by the President of the General Inspection Organization



**In the Name of God, the Merciful, the Companionate**

### **Excellencies;**

I assume it my duty to be sincerely grateful to the participants of the general assembly of the 12<sup>th</sup> AOA conference for their resolution approving the proposal made by Iran to host the 13<sup>th</sup> AOA conference. Without doubt the role of ombudsmen and observers invited to attend the conference is significant in the success of the conference.

The theme of the 13<sup>th</sup> conference "Unity for a new approach" tries to focus on issues including: "Requirements and standards for promoting efficiency and effectiveness of ombudsmen", "Modalities for enhancing regional synergy in the area of ombudsmanship", "strengthening ombudsman responsibility in society", "Promoting ethics as a tool applied by ombudsman" and "future vision of ombudsman" together with the presentations to be delivered concerning the performance of ombudsman

offices in Asia will provide a favorable ground for exchange of information and experience.

Interest of some members in amending the Byelaws of the association with a view to promote the fight against corruption and safeguard citizen's rights provides another opportunity for collective participation and ensuring the realization of AOA goals for us.

The program of the conference includes BOD meeting, general assembly for considering the proposals made by members for amending the byelaws, listening to presentations to be delivered at plenary sessions and opening Asian Ombudsman Academy.

I and my colleagues hope to be the gracious hosts for you.

**Mostafa Pourmohammadi**  
**The President of the General Inspection Organization**  
**The Islamic Republic of Iran**

## Message by the President of AOA



**Dear Colleagues,**

On behalf of the President of AOA, I am very pleased to inform you that it has been 17 years that AOA has been serving as a collaborative network among its Asian members to develop and strengthen Ombudsman systems in the region. Nevertheless, the 13<sup>th</sup> General Assembly of AOA Conference in Iran reflects its continuous determination and provides opportunities for members to share their experience and expertise to the further development of Ombudsmanship in Asia.

Since 2000, the Office of the Ombudsman of Thailand has been participating and extending its fullest cooperation to AOA for the development of ethics, fairness, and justice as well as ombudsman systems in the region. The Office's perseverance in supporting AOA, in addition, is placed on firm purposes to be a part of the collaborative network among AOA members to ensure that ethics, fairness and justice are outreached to

every Asian citizen. Such capacity as the Asian network can be witnessed in the successful 11<sup>th</sup> Asian Ombudsman Association Conference in Bangkok. Besides, I, on behalf of the Thai Ombudsmen, wish to reaffirm my commitment to devote my fullest contribution to AOA and to further the roles as one of the key networks to strengthen Ombudsmanship throughout Asia.

**Panit Nitithanprapas**  
**Ombudsman of Thailand**  
**President of Asian Ombudsman Association**



## **Message by the Secretary of the 13<sup>th</sup> AOA Conference and the Vice President of the General Inspection Organization**



I have been assigned by the president of GIO of Iran to form the organizing committee of the 15th Meeting of the board of directors of Asian Ombudsman Association and the 13<sup>th</sup> Asian Ombudsman Association conference and also take the necessary measures for serving as the host of distinguished members of AOA and other guests after eliciting the views of AOA members as well as secretariat. For this a committee comprising of experienced and expert individuals has been set. The committee includes the subcommittees for scientific, cultural and promotional, security and international affairs as well as logistical support and following measures have been taken to date:

- 1- Providing necessary funds and budget for organizing the conference
- 2- Setting the date of conference and BOD meeting with due attention to the climate of Tehran and other considerations and proposing it to



the distinguished Members of AOA which has been approved unanimously

- 3- Designing and approving the emblem of the 13<sup>th</sup> AOA conference
- 4- Approving the theme of conference- Unity for a new approach with the following subthemes:

- ***Standards and requirements for an efficient and professional ombudsman***

The participants are encouraged to share their views and experiences and information concerning an efficient and professional ombudsman and setting appropriate standards to be applied by such agencies for the purpose of raising the efficiency and professionalism

- ***Modalities for promoting regional and international synergy in ombudsman offices***

This subtheme tries to focus on the methods and modalities for an efficient exchange of information and experiences as well as collaboration and joint activities of ombudsmen in Asian countries and also with ombudsmen in other regions.

- ***Enhancing the responsibilities of ombudsmen in society***

Securing citizen's rights, reengineering of the methods of handling public complaints against the administration, easy and overall access to ombudsmen and other agencies are the major issues to be discussed under this subtheme

- ***Toward ombudsman 2020***

Safe and secure ground for efficient functioning of ombudsmen, Ombudsman and its role in promoting, strengthening and establishing good governance as well as people oriented ombudsmen are the most important issues to be discussed under the mentioned subtheme.



The main theme and subthemes of the conference have been approved by some of the AOA members and invited individuals and the organizers of the conference have been encouraged by receiving papers from some of AOA members on the theme as well as the subthemes of conference and others have specified the title of their papers to be submitted later.

- 5- One of the significant issues to be discussed in BOD meeting and even in the General Assembly of the conference is the amendment of the byelaws of the Association. It is to be noted that the objectives and functions of classic ombudsmen have been evolved in a way to form modern ombudsmen whose mandates are not limited to handling the complaints made by individuals against the administration but dealing with matters related to the fight against corruption, and safeguarding citizen's rights. The conference is a great opportunity to extend the scope of activities of the Association to include the above mentioned issues if the general assembly reaches the consensus. Needless to mention that in the 10<sup>th</sup> IOI World Conference the byelaws of the institute was amended based on the stated changes and evolutions.

The distinguished members of AOA are kindly requested to inform AOA secretariat of their views and proposals concerning the amendment of byelaws. Such views and proposals will be discussed by the subcommittee on scientific affairs which shall receive the views of other members.

- 6- The organizing committee is planning to organize an exhibition beside the 13<sup>th</sup> AOA Conference for displaying the measures taken to safeguard citizen's rights including: handling the complaints made by people against the administration, prevention and the fight against

corruption and securing citizen's rights. We would be glad to be informed of your proposals concerning the mentioned exhibition.

7- Setting the venue of the conference and hotel for the accommodation of distinguished guests

Once again let me reiterate that it is a great honor for me and my colleagues to be your host. I hope the firm and proactive participation of all distinguished guests lead to a memorable event and a good experience for you and us.

**Valiollah Khobreh**

**The Secretary of the 13<sup>th</sup>AOA Conference**

**The Vice President of General Inspection Organization**

**The Islamic Republic of Iran**



# The Guide for Participants

## to the 13<sup>th</sup> Conference of the Asian Ombudsman Association

### ✿ ORGANIZING COMMITTEE

Specific queries can be directed to the Organizing Committee of the Conference on [international@136.ir](mailto:international@136.ir) and in parallel to fax number +98 21 88344383.

Telephone: +98 21 88344383 & +98 21 61362649

*Names of the members of the Organizing Committee include:*

#### ***Dr. Hamidreza Malekmohammadi***

*The Director for Studies and Researches on Integrity  
and fighting Corruption of G.I.O*

The Head of the Subcommittee on Scientific Affairs



#### ***Mohammad Hossein Yaghoubi***

*General Director for Legal and Parliamentary Affairs of G.I.O*

The Head of the Subcommittee on Legal Affairs



#### ***Nayebali Qanbari***

*General Director for Logistical Supports and*

*Technical Services of G.I.O*

The Head of the Subcommittee on Logistical Supports



***Seyed Qasem Jalili***

*The Deputy to the General Director of  
the Office of G.I.O. President and Public Relations of G.I.O*  
The Head of the Subcommittee on Cultural and  
Promotional Affairs



***Mansour Aghamohammadi***

*Director of International Affairs of G.I.O*  
The Head of the Subcommittee on International Affairs



***Hosseinali Ahmadi Gorji***

*The Director for the National Center of  
Handling Public Complaints of G.I.O*  
Organizer of the Exhibition



***Hamidreza Sheikhi***

*General Director for Information Technology of G.I.O*  
The Head of the Subcommittee on Information Technology



***Mostafa Mokhtari***

*International Liaison Officer of G.I.O*  
Contact Person  
Cell Phone: +98 9125632787





## 🌸 **DATE AND VENUE OF THE CONFERENCE**

The 13<sup>th</sup> Conference of the Asian Ombudsman Association (AOA) will open in Tehran on Tuesday 8 October 2013 and will close on Wednesday, 9 October 2013. The Conference will be held in Tehran Summit Convention Center, located in Velenjak Avenue, approximately 30 minute drive from the city center, 60 minute drive from Imam Khomeini International Airport and 10 minute drive from Parsian Esteghlal Hotel.

The fifteenth Board of Directors Meeting (BOD) will be held on 7th of October. The venue of the Board of Directors Meeting is Kousar Hall, which is located in the central building of G.I.O. Organizing Committee has also arranged an excursion to Isfahan or other cities for distinguished Guests on October 10, 2013

## 🌸 **REGISTRATION**

Online registration is required for the 13<sup>th</sup> Conference of the Asian Ombudsman Association (AOA). Instructions for online registration are available from the Conference website: [www.13aoa.ir](http://www.13aoa.ir). Queries concerning the system can be addressed by Email to [international@136.ir](mailto:international@136.ir) and in parallel to fax number +98 21 88344383. Registration should be completed by **20 September 2013**. Conference badges will be issued by the organizing committee and made available by the relevant Liaison Officer to delegations. The Registration Centre located in the lobby of Summit Convention Center will respond to queries concerning the conference badges.

## 🌸 **VISAS**

Participants require a valid visa to enter the Islamic Republic of Iran which must be obtained from the Iranian Embassy or Consulate in, or closest to, their country of residence. Any visa application should be lodged well in advance of the expected date of travel. Upon prior coordination with the organizing committee, in cases where an Iranian Embassy or Consulate does not exist in the country of residence of a participant, visa will be issued upon arrival at the Imam Khomeini International Airport. Participants from the countries, having concluded visa exemption agreement with the Islamic Republic of Iran do not require an entry visa.

## ✿ ARRIVAL IN TEHRAN

Delegations arriving at the Imam Khomeini International Airport will be received by the staff. For logistical arrangements, participants are kindly requested to register their flights, dates of arrival and departure on the Conference website: [www.13aoa.ir](http://www.13aoa.ir).

## ✿ AGENDA AND PROGRAMME OF THE CONFERENCE

The provisional agenda and programme of work are as follows:

Day One (7 <sup>th</sup> October): The 15 <sup>th</sup> BOD Meeting of AOA	
Day Two(8 <sup>th</sup> October)	Day Three(9 <sup>th</sup> October)
<p><b><u>Opening Ceremony</u></b></p> <p><b>Plenary Session 1:</b> <i>Towards professional and efficient ombudsman</i></p> <ul style="list-style-type: none"> <li>- The structure of efficient and professional ombudsman,</li> <li>- Efficient and professional functioning of ombudsman,</li> <li>- Legal frameworks for an efficient and professional ombudsman</li> </ul> <p><b>Plenary Session 2:</b> <i>Towards regional and international synergy</i></p> <ul style="list-style-type: none"> <li>- Modalities for exchanging experiences in regional and international levels,</li> <li>- Scientific cooperation in regional and international levels,</li> <li>- Asian Ombudsman Academy ,</li> <li>- Asian Ombudsman Newsletter</li> </ul>	<p><b>Plenary Session 3:</b> <i>Toward the strengthening of the civil liabilities of ombudsman</i></p> <ul style="list-style-type: none"> <li>- Securing citizenship rights through the functioning of ombudsman,</li> <li>- Improving the methods of handling public complaints, access to ombudsmen easily and everywhere ,</li> <li>- Relations between ombudsman and governmental as well as nongovernmental organizations</li> </ul> <p><b>Plenary Session 4:</b> <i>Towards ombudsman 2020</i></p> <ul style="list-style-type: none"> <li>- Proactive ombudsman, Ombudsman in a secure environment,</li> <li>- Ombudsman among the population (the experience of volunteered whistleblowers),</li> <li>- Ombudsman and human rights</li> </ul> <p><b><u>Closing Ceremony</u></b></p>
Day Four (10 <sup>th</sup> October): Excursion	





## **🌸 OPENNING OF THE CONFERENCE AND SEATING ARRANGEMENTS**

The formal opening plenary meeting of the Conference will be held at 08:30 on Tuesday, 8 October 2013, in the Plenary Hall of the Tehran Summit Convention Center. At the 13<sup>th</sup> AOA Conference Officials meeting, each delegation will be seated in English alphabetical order.

## **🌸 INTERPRETATION**

The official languages of the Conference are English, Persian and Arabic. Statements made in the plenary, will be interpreted in the official languages.

## **🌸 CONFERENCE PAPERS**

The Conference website: [www.13aoa.ir](http://www.13aoa.ir) provides easy electronic access to conference papers. Since conference papers are available on the Conference website, as an economy measure, delegates are encouraged to carry their own papers during the meetings. A Document Distribution Center operates at the counter in the entrance hall of the Tehran Summit Convention Center.

## **🌸 ARRANGEMENTS FOR CONDUCT OF DISCUSSION IN PLENARIES OF THE CONFERENCE**

Honorable Heads of Delegations are encouraged to focus on the theme and subthemes of the 13<sup>th</sup> AOA Conference.

## **🌸 LIST OF DELEGATES**

A provisional list of delegates and other participants will be distributed at the beginning of the 13<sup>th</sup> AOA Officials meeting. In the event of any official change in delegation membership, delegations are kindly requested to notify the organizing committee in writing in an official form that should be signed by the chief delegate.

## **DELEGATES' LOUNGE**

A Delegates' Lounge is available for the convenience of delegates.

## **RESERVATION OF ROOMS FOR PRIVATE MEETINGS**

Requests by delegates for the reservation of meeting rooms for private meetings at the Tehran Summit Convention Center may be addressed to the organizing committee via the e-mail address [international@136.ir](mailto:international@136.ir) or fax number +98-21 88344383 before the opening of the 13<sup>th</sup> AOA meeting.

## **COMPUTER & INTERNET CENTER**

The Computer and Internet Center is located in the Tehran Summit Convention Center. Computers and printers are available for participants on a first come, first served basis. These computers allow Internet access and are equipped with word processing and spreadsheet software. Workstations will be available, giving full access to the Internet and in particular to the Conference website: [www.13aoa.ir](http://www.13aoa.ir) The Computer and Internet Center and all the meeting rooms will also be equipped with wireless hotspots allowing visitors to connect to the Internet with their own wireless-enabled notebooks.

## **RESTAURANT**

The delegates' restaurant in the Tehran Summit Convention Center is open from 12:30 to 14:30 from Tuesday to Wednesday respectively.

## **TRANSPORTATION**

Transportation Services will be provided to the distinguished guests for transferring them to the hotel and venue of the conference. Meanwhile Tehran taxi drivers know the Tehran Summit Convention Center as "Salone Ejlal Saran", Velenjak Avenue, Chamran Highway.



## **🌸 TELEPHONES**

For international calls to Tehran please dial 00 98 21 - phone number. For international calls from Tehran please dial 00 - Country Code – city code – phone number. For local calls in Tehran from a land line, simply dial the phone number. For local calls in Tehran by a mobile phone dial 021 first.

## **🌸 AIR TICKETS**

Delegates who need to reconfirm their return flights may do so at the Summit Protocol Desks located at the lobby of the hotel from 09:00 to 17:00, Sunday to Wednesday.

## **🌸 MEDICAL SERVICE**

A medical team will be on duty for first-aid care in the Tehran Summit Convention Center and Parsian Esteghlal International Hotel. If necessary, the medical team will refer delegates to appropriate medical care centers in Tehran.

## **🌸 CURRENCY**

The official currency of the Islamic Republic of Iran is the Iranian Rial.

## **🌸 CASH AND CREDIT CARDS**

While Iranian Debit cards are frequently used in Iran, Credit cards are not common. However, special arrangements will be made for providing Exchange Services to the guests at the lobby of the hotel.

## **🌸 ELECTRICITY AND POWER OUTLETS**

Electricity runs on 220V in Iran. Some hotels may offer outlet adapters for certain configurations. It is recommended to check the voltage in each device before plugging it into an outlet.

## 🌸 CLIMATE

In October, the local temperature in Tehran usually lies between 20 to 25 degrees Celsius.

## 🌸 TIME ZONE

Tehran is GMT + 03.5 hours.

## 🌸 PRAYER ROOMS

The Prayer Room is located in the Tehran Summit Convention Center.

## 🌸 HOTEL RESERVATION: (Parsian Esteghlal International Hotel)

(<http://www.esteghlalhotel.com>)

For hotel reservations please complete the conference registration form on website: [www.13aoa.ir](http://www.13aoa.ir)

It should be completed by **20 September 2013**.

Room Type	Single	Double/Twin	Junior Suite	Large Suite	Extra Bed
<b>West Tower</b>	101 USD	134 USD	160 USD	464 USD	24 USD
<b>East Tower (Renovated)</b>	130 USD	168 USD	211 USD	611 USD	30 USD

## Room rates include:

- Breakfast, wireless internet, Sauna, Jacuzzi, Gym and indoor swimming pool;

**Notice 1:** No penalty for no show,

**Notice 2:** Any extra fee or Penalty for early check out.

**Notice 3:** Other fees including local and international phone calls, mini bar and the like are to be borne by the guests.







**The General Inspection Organization  
of The Islamic Republic of IRAN**

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