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

The Role of Ombudsman Offices in Promoting Good Governance and Effective Service Delivery

Round Table discussion

Tuesday, March 25, 2014 • 12:00 - 2:00pm

J Building, Room J7-044

WBG HQ, 701 18th Street NW, Washington DC

A light lunch will be provided

Watch the live webcast:

<http://streaming2.worldbank.org:8080/vvflash/extlive4>

Visitors pass: RSVP with name and organization to eperaldi@worldbank.org

Chair

Jeff Thindwa

Manager, Social Accountability Practice
World Bank Institute

Panelists

Diane Welborn

Ombudsman, Joint Office of Citizen Complaints for
Dayton, Ohio
Second Vice-President of the IOI

Claudia Rosanna del Pozo Goicochea

Deputy Ombudsman of Peru

Badshah Gul Wazir

Ombudsman of Khyber Pakhtunkhwa Province
Pakistan

Fozia Amin

Chief Ombudsman
Ethiopian Institution of the Ombudsman

Prof. Tom Pegram

Deputy Director of the Institute of Global
Governance
University College London

Renzo Lavin

Co-Director
Asociación Civil para la Igualdad y la Justicia
Argentina

Helene Grandvoinet

Lead Social Development Specialist
World Bank

In light of the world wide recognition of citizen voice and public accountability for effective service delivery, Ombudsman Offices, as part of a broader accountability system, can promote citizen rights, while overseeing government agencies and service providers. Furthermore, there are some key features of Ombudsman Offices that are quite relevant for the support that the World Bank provides to client countries: Ombudsman Offices have strong mechanisms to collect and analyze important data regarding service delivery; their reach goes beyond the capital city

to local levels across the country; their function as grievance redress mechanism within the country systems; and their ability to work across various sectors

To raise awareness and promote a better understanding on the role of the Ombudsman Office regarding the accountability of public service delivery as well as open government, this round-table will provide a glance at international experiences of different Ombudsman Offices in these areas. These experiences will illustrate different mechanisms and tools through which Ombudsman offices can facilitate citizen voice and public accountability.

In particular, this roundtable will look at the experiences from the Ombudsman Office in Peru, the Ethiopian Ombudsman Institution and the Ombudsman Office in the Province of Khyber Pakhtunkhwa in Pakistan. The Ombudsman Office in Peru has played a pivotal role in facilitating access to and enhancing quality of public services including water and health among others; as well overseeing compliance with implementation of three key open government reforms: access to information legislation, public consultations policies with vulnerable populations (such as indigenous people) and public hearings. On the other hand, the Khyber Pakhtunkhwa Ombudsman in Pakistan is the first Ombudsman Office in the province since 1947. Established as per the recommendations of Post Conflict Needs Assessment, the role of provincial Ombudsman has gained importance not just in advancing service delivery in the context of the implementation of the Right to Services Act, but is also seen as a key step toward citizen engagement and restoring citizens' trust in the government. The Ethiopian Institution of the Ombudsman (EIO) was established in 2000 with the main function of preventing and rectifying maladministration and promoting good governance. The EIO has been working closely with the government and the World Bank through the Promotion of Basic Services (PBS) program to improve service quality and delivery at the local level.

The session will reflect on how collaboration between Ombudsman Offices and civil society can be fostered from a civil society practitioner perspective, while exploring possible areas of cooperation between these accountability institutions and the World Bank, in order to enhance open government and service delivery.

Finally, the session will feature a presentation by Robert Beschel on PRMPS "The Ombudsman resource website" and concluding remarks from Johanna Suurpaa. We would also have the participation of Mr. Günther Kräuter, Secretary General, and Ms. Victoria Schmid, from the International Ombudsman Institute.

Key questions to be addressed:

- How does the Ombudsman monitor access and quality of basic services?
- What are the main tools and mechanisms to engage with citizens and civil society?
- How have Ombudsman Institutions used ICTs to enhance interaction with citizens and civil society?
- Are there potential areas for collaboration between the World Bank and Ombudsman Institutions?



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