

THE UNIVERSITY OF KWAZULU-NATAL



THE AFRICAN OMBUDSMAN RESEARCH
CENTRE (AORC), A RESEARCH AND TRAINING
ARM OF THE AFRICAN OMBUDSMAN AND
MEDIATORS' ASSOCIATION (AOMA)

- Cordially invite you to a webinar -
CONCEPT OF THE OMBUDSMAN

The word 'Ombudsman' derives from the Swedish word 'ombudsmann', meaning representative. The modern concept dates back to 1809 when the Swedish Parliamentary Ombudsman was established to protect the rights of citizens through setting up a supervisory agency, independent of the Executive branch of government. The Ombudsman was independent of the Monarch of Sweden and was tasked with making sure that the Monarch and his government complied with the rules of the land. Over time, many other countries have created Ombudsman offices, which are known by a number of different names. Francophone countries tend to use the term Mediator rather than Ombudsman. In South Africa, the Ombudsman is called the Public Protector, while in Nigeria, the institution is known as the Public Complaints Commission. Although there are a number of 'hybrid' Ombudsman models, especially in emerging democracies (which have the dual function of tackling maladministration as well as human rights abuses), it is important to note that the Office of the Ombudsman differs from national human rights commissions in that its primary role is to monitor human rights abuses perpetrated by government entities, while human rights commissions generally address the actions of private entities and individuals as well as government conduct.

This facilitated discussion will focus on understanding the concept of the Ombudsman and how the Ombudsman institution can be used as a tool to strengthen government institutions to be an efficient service that is responsible and responsive to the needs of the citizens.

This facilitated discussion would enhance the capacity of Ombudsman and their staff throughout the continent in their understanding of the role that they play in contributing towards strengthening democracy in Africa.

Please click on the [RSVP link](#) below should you wish to participate.

DATE

Tuesday, 30 March 2021

TIME

10h00 – 11h30

SPEAKERS

Speaker 1

Ms. Victoria R.M. Pearman, JP, Ombudsman, Bermuda

Speaker 2

Paul Dubé, Ombudsman of Ontario

Speaker 3

Hon. Chille Wagner Igbawua, Chief Commissioner of the Public Complaints Commission and Ombudsman of the Federal Republic of Nigeria

FACILITATOR

Hon Florence Kajuju, Ombudsman, Kenya and
General Secretary of AOMA

[RSVP HERE](#)

Please note that there will be no live question and answers due to time constraints. Participants may however submit relevant questions to Franky Lwelela (Lwelela@ukzn.ac.za) or Marion Adonis (adonism@ukzn.ac.za) by **10:00 on Monday, 29 March 2021** or use the Q & A function during the webinar. Time has been allocated for a response to questions raised before and during the session. If there is insufficient time to respond to all, the questions and answers will be made available on the AOMA/AORC website www.aoma.ukzn.ac.za.

ENQUIRIES ONLY

Franky Lwelela
Email : Lwelela@ukzn.ac.za



Marion Adonis
Email : adonism@ukzn.ac.za

SPEAKER & FACILITATOR

PROFILES



Ms. Victoria Pearman was appointed as Bermuda's second Ombudsman effective March 17th, 2014. She is the former President of the Caribbean Ombudsman Association (CAROA) and serves as Caribbean Director and Regional President for the Caribbean and Latin America of the International Ombudsman Institute (IOI) to which she was elected in 2019. Prior to her appointment as Ombudsman, Ms. Pearman worked as a litigation attorney from 1993 to 2014, with 16 of those years at Juris Law Chambers, where she was a founding partner. She was called to the Bar of England and Wales by the Honourable Society of Lincoln's Inn in 1992 and to the Bermuda Bar in 1993. She served from 2001-2003 as a Government Senator and Junior Minister. She has served as a member of the Bermuda Bar Council, on the Board of Governors at the Bermuda College and Chaired the Board of her alma mater the Adult Education School. Ms. Pearman holds a Bachelor of Arts degree from American International College (Massachusetts, USA) and a Bachelor of Laws degree from the London School of Economics (London, England). She has also served on various public boards and tribunals as well as the Justice Review Committee and Law Reform Committee. She is the proud mother of 18 year old Simeon.

Born in Calgary, Alberta, **Mr. Paul Dubé** spent his adolescence in Dalhousie, New Brunswick. He graduated from the University of Ottawa with a bachelor's degree in Political Science (B.A.). He received his Bachelor of Laws (LL.B) at the University of Edinburgh in Scotland, followed by a Juris Doctor (J.D.) degree in law at the University of Windsor. Over the course of his legal career, Mr. Dubé has gained a reputation as an effective advocate for all people, especially the economically disadvantaged. In 2008, Mr. Dubé was appointed Canada's first Taxpayers' Ombudsman tasked with upholding the Taxpayer Bill of Rights and promoting professional service standards and the fair treatment of taxpayers by the Canada Revenue Agency. Mr. Dubé was sworn in as Ontario's seventh Ombudsman on April 1, 2016 for a five-year term and reappointed in December 2020 for a second five-year term beginning in April 2021. In his first five years as Ombudsman, he has released reports on major systemic investigations with more than 200 recommendations – almost all of which were accepted by government. He is currently investigating issues related to complaints about ambulance services, as well as government's oversight of long-term care homes during the COVID-19 pandemic.



Hon. Chille Igbawua is a Lawyer, Technocrat, Administrator and parliamentarian. He holds a Masters' Degree in Law with bias in constitutional Law (LLM) and is a fellow of the Chartered Institute of Personnel Administrators of London and Wales (FCIPA) as well as fellow of the Institute of Chartered Mediators and Conciliators (FICMC). He was appointed as the Chief Commissioner of the Public Complaints Commission in May 2018 and introduced several innovations leading to improvement in the pace and quality of the operations of the Commission. He also returned the Nigerian Ombudsman to the International Ombuds arena where it had been absent for over a decade. In 2018, the Members of African Ombudsman and Mediators Association (AOMA) at their general congress in Kigali, Rwanda elected him as the Regional Coordinator for West Africa. In 2019, he collaborated with Governance and Management Services International (GMSI) of the United Kingdom and hosted the 1st ever International Ombuds Expo in Nigeria. In November 2019, the International Ombudsman Institute (IOI) nominated him as a member of the Board of Directors, the highest decision-making body of the institute.

Hon. Florence Kajuju, is the Chairperson of the Commission on Administrative Justice (Office of the Ombudsman) and Secretary General of AOMA. Hon. Kajuju is an Advocate of the High Court of Kenya. She holds an LLB degree from the University of Nairobi and a Post-Graduate Diploma from the Kenya School of Law. Hon. Kajuju previously served in Parliament as the Women Representative for Meru County and is a former Vice-President of the Law Society of Kenya.

