

ASIAN OMBUDSMAN ASSOCIATION
17th Meeting of the AOA General Assembly
11 September 2023, Kazan, Republic of Tatarstan

MINUTES

The 17th Meeting of the General Assembly of the Asian Ombudsman Association (AOA) was held on 11 September 2023 at Kazan, Republic of Tatarstan. The Meeting was presided by the President AOA, His Excellency Mr. Ejaz Ahmad Qureshi, Federal Ombudsman of Pakistan. Ambassador (R) Abdul Moiz Bokhari, Executive Secretary of the AOA Secretariat coordinated the meeting. The list of participants is attached at **Annex-I**.

Agenda Item No. 1

Remarks by the Chair

2. The President welcomed the participants to the 17th Meeting of the General Assembly which was originally scheduled to take place in 2021. He added that despite the restrictions and slowdown caused by COVID-19 pandemic, the Association's zeal to work for promoting the core values of ombudsmanship has continued unabated. The Board of Directors met in 2022 and took concerted steps to catch up for the lost time. The President AOA said that the years 2022 and 2023 witnessed a series of useful activities on the AOA platform which was reflective of the remarkable commitment of the members to the goals and objectives of the Association.

3. The President highlighted that six out of nine objectives of the AOA Bye Laws related to specific activities aimed at promoting professionalism in the discharge of the functions of an ombudsman. The realization of those goals was an ongoing process which required greater cooperation between the members at the bilateral as well as at the multilateral levels. He added that the Asian Ombudsman Association since its inception in April 1996 at Islamabad has come of age. It was heartening to note that the international community recognized the Asian Ombudsman Association amongst the active regional bodies. He acknowledged the valuable contribution of the members to the work of the Association and conveyed his sincere gratitude and appreciation to the former colleagues who have completed their terms of office since the last Meeting of the General Assembly in 2019 at Istanbul. He noted that some members of the AOA family could not join the General Assembly Meeting in person and complimented their participation online which manifested their utmost commitment to the Asian regional fraternity.

4. The President expressed his sincere appreciation and thanks to H.E. Ms. Saburskaya Sariya Kharisovna, Commissioner for Human Rights, Republic of Tatarstan for hosting the AOA meetings in the beautiful capital city of Kazan. He added that the members of the AOA family were overwhelmed by the warmth of their hospitality, care and the excellent arrangements made for the Association's meetings.

Agenda Item No.2

Approval of the Agenda of the 17th Meeting of the General Assembly

5. The draft agenda of the 17th Meeting of the General Assembly was presented by the Executive Secretary for approval. He added that the last meeting of the General Assembly was held at Istanbul (Turkiye) on 18 November 2019. The agenda of the current Meeting, therefore, covered developments during the intervening years.

6. No objection, observations or comments were received from the participants.

Decision:

The General Assembly unanimously approved the Agenda.

Agenda Item No. 3

Submission of the Minutes of the last (23rd) Meeting of the Board of Directors of AOA (18 October 2022 - Baku)

7. The draft minutes of the 23rd Meeting of the Board of Directors of the Asian Ombudsman Association, (18 October 2022, Baku) were circulated among the Hon'ble members of the Board vide email dated 14 November, 2022 for observations and feedback. The final minutes after incorporating observations received from some members were circulated vide email dated 25 November, 2022. These minutes were placed before the 24th Meeting of the Board for formal confirmation who gave its consent to present the same to the General Assembly in terms of provision 4-1 of the Code of Conduct of Business of AOA.

Decision:

The General Assembly took note of the minutes of the 23rd Meeting of the Board of Directors under provision of 4-1 of the Code of Conduct of Business of the AOA and commended the effective follow up by the AOA Secretariat on various mandated activities.

Agenda Item No. 4

Reports of the President on the Activities of the Association 2019-2021 and 2022/23

8. As per Article 9(2) of the Bye Laws and Clause 5-5(i) of the Code of Conduct of Business of AOA, Reports of the President on the activities of the Association for the year 2019-2021 were presented to the 23rd Meeting of the Board of Directors (18 October 2022, Baku). The Board approved the President's Reports for the years 2019-2021 and recommended the same for submission to the General Assembly for its ratification.

9. Likewise, the Board of Directors in its 24th Meeting (11 September 2023, Kazan) considered the President's Report on the activities of the Association for the years 2022/23 and recommended to the General Assembly for approval.

Decision:

The General Assembly, on the recommendation of the Board of Directors, ratified the Reports of the President for the years 2019-2021 and 2022/23 under Article 6(4)(f) of the Bye Laws of AOA.

Agenda Item No. 5

Approval of the Audited Statements of AOA Accounts for the years 2019 - 2022

10. The Audit Statements prepared in terms of Article 6-5 of the Code of Conduct of Business by M/s W.A. Associates, for the years 2019, 2020 and 2021 were approved by the 23rd Meeting of the Board of Director (18 October 2022, Baku) who recommended that the same be placed before the General Assembly for ratification.

11. Likewise, the Audited Statement of the AOA Accounts for the year 2022 prepared by the M/s W.A. Associates in terms of Article 6-5 of the Code of Conduct of Business was presented by the Honourable Treasurer of AOA to the 24th Meeting of the Board of Directors (11 September 2023, Kazan). The Board recommended to the General Assembly approval of these Audited Statements for the years 2019 -2022 under Article 6(4)(f) of the Bye Law of AOA.

Decision:

*The General Assembly approved under Article 6(4)(f) of the Bye Laws of the AOA audited statements for the years 2019-2022. Accordingly, to give effect to its decision, **Resolution No.I** was adopted by the General Assembly (**Annex-II**).*

Agenda Item No. 6

Up-gradation of the Resource Centre at the AOA Secretariat

12. The Resource Centre facility at the AOA Secretariat is an effective instrument for promoting the objectives of the Asian Ombudsman Association. The facility would serve as a store house of information about the growth, evolution and progress of Ombudsmanship in the Asian region. The upgraded Resource Centre shall contain all necessary documents (online as well as hard copies) including books, professional journals/magazines, annual reports, research papers, documentaries and related publications in respect of the AOA member institutions. The facilities available at the Resource Centre would be provided on gratis basis to the researchers, scholars, institutions and professionals from the AOA member countries. The AOA Secretariat was vigorously pursuing this initiative and has requested active support from the entire membership.

13. The Board of Directors at its 23rd Meeting (18 October 2022, Baku) approved Pak Rs.526,500/- equivalent to USD2310/- approximately for purchase of national pole flags and table flags of the AOA membership from the local market. The flags have been duly purchased and were prominently placed in the AOA Secretariat.

14. The 24th Meeting of the Board of Directors (11 September 2023, Kazan) took note of the significance of the Resource Centre facility towards achieving the objectives of the Association and appreciated the efforts of the AOA Secretariat to pursue its upgradation. The Board also encouraged the AOA members to actively contribute in the development of the Resource Centre and gave its consent to place the matter before the General Assembly in terms of provision 4-1 of the Code of Conduct of Business of AOA.

Decision:

The General Assembly, on the recommendation of the Board of Directors, took note of the significance of the Resource Centre facility towards achieving the objectives of the Association and appreciated efforts of the AOA Secretariat to pursue its up-gradation. The General Assembly also encouraged the AOA members to actively contribute in the development of the Resource Centre by providing necessary material to the AOA Secretariat.

Agenda Item No. 7

Updating e-Profile Directory of the AOA members and the Alumni Members

15. The initiative of launching e-Profile Directory of the AOA members and Alumni members was approved by the 22nd Meeting of the Board of Directors (17 November 2019, Istanbul) with a view to providing:

“Ever ready database of the Member Institutions for their closer interaction and sharing of information and experiences supporting the cause of Ombudsmanship in the Region and beyond. Federal Ombudsman Pakistan had given his consent to manage necessary resources from his own account without any burden on the Association’s Funds.”

16. The AOA Secretariat periodically updates the e-Profile Directory to incorporate changes, if any, in the particulars of the head of member institutions, focal persons or in case of change of address, etc. The Board acknowledged the need to share necessary information with the AOA Secretariat on regular basis to update the contents of the e-Profile Directory. As regards the Alumni Directory, information from the member institutions was still awaited.

Decision:

The General Assembly, on the recommendation of the Board of Directors, took note of the status of the e-Profile Directory and the Alumni Directory on the AOA website and encouraged the member institutions to regularly provide the requisite information to the AOA Secretariat.

Agenda Item No. 8

Subscription of News Items for the AOA e-Newsletter

17. The AOA Secretariat is regularly issuing monthly e-Newsletter since June 2018. It is an effective vehicle for exchange of information and sharing of experiences within the AOA membership. The AOA Secretariat compiles information received from various institutions till the 25th of every month on subjects of professional interest, processes it and uploads the same in the format of e-Newsletter by the 5th of every month. It was noted that a good number of member institutions were already contributing news items/press releases for inclusion in the AOA monthly e-Newsletter. However, greater participation by the membership was necessary to enrich the contents of the e-Newsletter and enhance its outreach.

Decision:

The General Assembly, on the recommendation of the Board of Directors, appreciated the continuing progress about the e-Newsletter and in view of its significance in promoting the objectives of the Association, recommended greater participation and support to it by the AOA membership.

Agenda Item No. 9

Expanding Membership of the AOA

18. It was noted that the AOA comprised 44 members representing ombudsman institutions from 25 countries in Asia. The AOA President was in contact with some member institutions in the region. Necessary documents and application forms had been shared with them by the Secretariat. In order to further enhance the outreach of the AOA, the Board recommended that all members may approach institutions within their contact, which were not yet member of AOA, and encourage them to consider joining the Asian Ombudsman fraternity.

Decision:

The General Assembly, on the recommendation of the Board of Directors, encouraged AOA members to approach other institutions in their contact to join the Asian ombudsman fraternity, promoting thereby the cause of ombudsmanship in the region.

Agenda Item No. 10

AOA Calendar of Activities 2022/2023

19. The Board of Directors at its 23rd Meeting (18 October 2022, Baku) was apprised that in order to carry out regular activities from the AOA platform, the Association may adopt the practice being followed by most international bodies and develop calendar of activities on the basis of the offers by the member institutions to undertake activities in pursuance of the objectives of the Association. Accordingly, the 23rd Meeting of the Board of Directors approved preparation of an annual calendar of activities and encouraged the AOA membership in terms of Article 4(2) of Bye Laws to offer activities/events aimed at promoting mutual cooperation and upholding the cause of ombudsmanship. Details of various events/training activities on important professional themes held during the part of the years 2022 and 2023 are described in the Report of the President on the Activities of the Association (Agenda Item-4).

20. The Board in its 24th Meeting (11 September 2023, Kazan) recognized the significance of organizing the AOA activities on regular and sustained basis and approved preparation of an annual calendar of activities for 2024. It requested the members to identify and offer activities/events to be hosted by them during 2024 at the national level with an online option for participation by AOA members. Information in regard to such activities and events may be shared with the AOA Secretariat for coordination with the Association membership.

Decision:

The General Assembly on the recommendation of the Board of Directors endorsed the preparation of Annual Calendar of Activities for 2024 and called upon the AOA members to offer activities proposed to be hosted by them at the national level with an option for online participation by the AOA member institutions. Information, in this regard, may be shared with the AOA Secretariat for further coordination.

Agenda Item No. 11

Status of Payments of Annual Membership Fee 2019-2022

21. Pursuant to the decision of the 23rd Meeting of the Board of Directors (18 October 2022 - Baku), a Position Paper prepared by the AOA Secretariat on the status of payments of Annual Membership Fee 2019-2022 was presented to the AOA membership. The

Position Paper contained a detailed presentation on the International Payment Routing Mechanism (IPRM) prepared by the designated MCB Bank.

22. The Executive Secretary apprised the Board that the three categories of the member institutions i.e. (i) who have not paid annual membership fee since 2019; (ii) made only part payments; and (iii) remitted less amounts; related to three different situations and thereby needed to be dealt with differently. The status of member institutions in the first category who have made no payments has already been dealt with vide Resolution No.5 of 2017 (15th General Assembly meeting, 16th May 2017 – Republic of Korea). The relevant provisions of the Bye Laws of the Association have accordingly been amended to give effect of deprivation to a defaulting member of its right to vote, right to contest election and right to avail any facility from the AOA involving financial implications.

23. The member institutions in the second category were those who have not made payments regularly and some gaps existed. The reasons for irregular payments included budgetary constraints on the part of member institutions and/or procedural difficulties in obtaining official approval for remitting membership fee on time. For this category, the AOA Secretariat may continue issuing reminders and pursue the matter with such institutions.

24. The third category related to those institutions who have regularly paid annual membership fee but a small shortfall occurred and the amount credited in the AOA account was short due to banking transfer procedures. This shortfall ranged between USD 03/- to USD 35/. During 2019, short payments were received from 05 institutions, in 2020 these were from 05 institutions, 07 payments were short in 2021 and 07 payments were short in 2022. The total impact of these short payments was calculated as USD 438/- approximately in four years (2019 - 2022).

25. The procedure for transfer of payments from member institutions in different countries was thoroughly studied. The process of international transfer of funds involved service charges/transfer fee charged by the sender bank and/or intermediary bank or their Agent. All intermediary banks charge service fee which is fixed by them and is subject to change as well. The process of transfer of funds sometimes required more than one intermediary bank.

26. The MCB Bank has recommended that the member institutions may use “OUR” charge code when remitting annual membership fee to the AOA account. The Bank has further offered that in order to provide better customer services, MCB will absorb itself all incidental charges marked “OUR” and will not pass on these charges to the AOA Account which will get full payments as credited by the correspondent agents in its nostro accounts with them. Moreover, once the approval for using charge code “OUR” is conveyed by the AOA Secretariat, the MCB Bank will credit the agent’s incidental charges to the AOA Account from all incoming funds with effect from 2019.

27. The State Bank of Pakistan (SBP), regulator of the banking system in the country, was consulted in the matter. The SBP has upheld the response submitted by the MCB Bank. It has been further clarified that the amount deducted in case of “OUR” charge code, pertains to clearing charges by overseas correspondent bank in foreign jurisdiction and MCB has not deducted any charges. It is appreciable that in future MCB will bear any such clearing charges and credit the full amount in the AOA’s account under “OUR” charge code (Field 71A in Swift Message).

Decision:

The General Assembly, on the recommendation of the Board of Directors, took note of the Position Paper along with the presentation of the MCB Bank on the International Payment Routing Mechanism and approved the following course of action:

- i. Underlined the implications for non-payment of dues by the members as contained in the relevant provisions of the Bye Laws of the Asian Ombudsman Association as amended in the light of Resolution No.5 of 2017;*
- ii. The AOA Secretariat may issue reminders to member institutions who have not paid annual membership fee since 2019 or made payments with gaps;*
- iii. In order to avoid shortfall in the credited amount of annual membership fee in the AOA Account, the member institutions may benefit from the recommendation contained in the presentation of the designated Bank as in para 26 Above.*

Agenda Item No. 12

Consideration of Applications for Membership of AOA

28. The Board of Directors at its 23rd Meeting (18 October 2022, Baku), unanimously approved the application of the Office of the Ulsan Metropolitan Government Civic Ombudsman Committee, Republic of Korea for full membership without voting right under Article 5(1) & (6) of the Bye-Laws of AOA. The Board, in terms of Section 1-5 & 1-6 of the Code of Conduct of Business recommended for approval to the General Assembly grant of membership to the said institution under Article 6(4)(a) of the Bye-Laws of the AOA.

29. In addition, the following two applications were received in August 2023:

- i. Commissioner for Human Rights in the Republic of Kazakhstan.
- ii. Seoul Metropolitan Citizens' Ombudsman Commission, Republic of Korea.

Both applications were processed in accordance with the laid down procedure. The review carried out by the AOA Secretariat concluded that the both applicants were eligible for membership under the existing criteria identified in the Code of Conduct of Business of AOA. The Executive Committee considered the applications through circulation and recommended the Board of Directors to accept the applications under Section 1-5 of the Code of Conduct of Business of AOA.

30. The Board in its 24th Meeting unanimously gave its approval for granting the Office of the Commissioner for Human Rights in the Republic of Kazakhstan full membership with voting rights under Article 5(1) and (6) of the Bye Laws. It also approved grant of full membership without voting rights under Article 5(1) and (6) of the Bye Laws of the AOA to the Seoul Metropolitan Citizens' Ombudsman Commission, Republic of Korea, as the Republic of Korea already enjoyed the voting rights.

Decision:

The General Assembly, on the recommendations of the 23rd and 24th Meetings of Board of Directors, approved grant of full membership of the Asian Ombudsman Association to the above mentioned three applications in terms of Article 6(4)(a) of the Bye Laws of the AOA.

*Accordingly, to give effect to the decision of the General Assembly in regard to these applications, **Resolution No. 2 and Resolution No. 3** were adopted (**Annex-III and Annex-IV**).*

Agenda Item No. 13

Grant of Honorary Life Membership of the Association to Former Office Bearers/Members

31. The Board of Directors in its 24th Meeting considered the working paper received from the Hon'ble Ombudsman Hong Kong, China which proposed a framework and procedure for grant of honorary life membership of the Association. It was pointed out that in terms of Article 5(3) of the AOA Bye Laws, "Honorary Life Membership may be conferred by the Board of Directors on persons who have made outstanding contributions to the Ombudsman ethos or functions".

32. The working paper proposed that in assessing the suitability for Honorary Life Membership, the following aspects may be considered: significance of contributions to the AOA in respect of its objectives as provided for in Article 4 of its Bye Laws, length of office/service, professional recognition, advancement of ombudsmanship across Asia, support for ombudsman institutes/members, etc.

Procedure

33. Nominations and approval for Honorary Life Membership may follow the procedure below:

- i. Any member of the AOA may nominate a person with his/her consent (where appropriate) for Honorary Life Membership by submitting a written proposal with justifications;
- ii. Nominations for Honorary Life Membership should be sent to the Executive Secretary of the AOA for processing;
- iii. The Executive Secretary should screen the nomination and submit the nomination to the Executive Committee of the AOA within two months upon receiving the nomination and all relevant supporting evidence/documents (if any);
- iv. The Executive Committee should consider the nomination and where necessary, seek clarification about the nomination with the help of the Executive Secretary;

- v. If the Executive Committee approves the nomination, a recommendation should be made to the Board of Directors for conferring Honorary Life Membership on the nominee;
- vi. The President of the AOA may decide whether (iv) and (v) above should be handled by way of circulation or at a meeting convened in accordance with the AOA Bye Laws and its Code of Conduct of Business;
- vii. In case of circulation, the President may specify the timeframe for (iv) and (v) above;
- viii. In the absence of member's nomination, the Executive Secretary may propose nominee (s) in writing with justifications for the consideration for the Board of Directors to confer Honorary Life Membership at any meeting of the Board of Directors; and
- ix. Under normal circumstances, up to three persons may be granted Honorary Life Membership each year.

34. The AOA Secretariat should announce any grant of Honorary Life Membership as soon as practicable through the AOA's official channels and make a pertinent report for the General Assembly's information at its next meeting. The Board considered and approved the framework and procedure as given above for grant of Honorary Life Membership of the Association. It gave its consent to place the matter before the General Assembly in terms of provision 4-1 of the Code of Conduct of Business of AOA.

Decision:

The General Assembly, on the recommendation of the Board of Directors, took note of the framework and procedure for grant of Honorary Life Membership of the Association which would guide processing of the subject cases.

Agenda Item No. 14

Consideration of Dates and Venue for Meetings of the 25thBoD and 18th General Assembly in 2024 and 2025 respectively

35. The member institutions were invited by the AOA Secretariat to give proposals for hosting the 25th Meeting of the Board of Directors in 2024 and the 18th General Assembly Meeting in 2025 vide its email dated 7 August 2023. In response, the following offers received

during the 24th Meeting of the Board of Directors were approved with thanks and recommended to the General Assembly for decision:

- i. The Chief Ombudsman, Republic of Turkiye offered to host the 25th Meeting of the Board of Directors in 2024 at Istanbul.
- ii. National Commission of Supervision (NCS), People's Republic of China offered to host the 18th General Assembly and the BoD preceding it in 2025.

Decision:

The General Assembly welcomed the above offers and unanimously approved the proposals in terms of Article 6(4) (g) of the Bye Laws of the Association for hosting of AOA Meetings in 2024 and 2025. The AOA Secretariat was directed to coordinate with the host institutions precise dates and venue for the above mentioned meetings.

*Accordingly, to give effect to the decision taken by the General Assembly in the matter, **Resolution No. 4** was adopted (Annex-V).*

Agenda Item No. 15

Conduct of AOA Elections 2023

36. The Executive Secretary apprised the 24th Meeting of the Board of Directors that as per the procedure laid down in Article 5(10), Article 7(1) and Article 7(2) of the AOA's Bye Laws as well as Section-II, paras 2-1 to paras 2-12 of the Code of Conduct of Business of AOA and guided by the procedure approved by the 21st and 23rd Meetings of the Board of Directors (30 October 2018 and 18 October 2022 respectively), the election process had commenced three months ahead of the scheduled date of the General Assembly. In this regard, Notice inviting nominations for all positions on the Board was issued by the AOA Secretariat on 07 June 2023.

37. The other steps taken for the conduct of election included the following:

i. Scrutiny of nomination forms

The nomination papers were submitted by the AOA Secretariat to the Executive Committee of the Board of Directors comprising the President, the Vice President and

the Secretary, to scrutinize the same and confirm the eligibility of the candidates, proposers and seconders as defined under para 2 -3 of the Code of Conduct of Business of AOA.

ii. Approval of the list of candidates

The list and nomination forms after due vetting and scrutiny by the Executive Committee were available in the meeting and may be seen by the voting members, if so desired.

iii. Procedure for Balloting and Counting of Votes

The Executive Secretary stated that in order to ensure conduct of election in a fair and transparent manner, the AOA Secretariat has prepared the following three documents:

1. Ballot Paper
2. Election Control List
3. Votes Counting Sheet

However, the number of candidates (09) since being equal to the number of positions (09), the balloting will not be required.

iv. Selection of the Presiding Officer

The Executive Secretary apprised the Board that as required in terms of Article 6(6) of the Bye Laws and Section 2-9 of the Code of Conduct of Business of the AOA, Presiding Officer shall conduct the election process. Accordingly, the General Assembly appointed Mr. Mokhammad Najih, Chairman, the Ombudsman of the Republic of Indonesia as Presiding Officer in terms of the stated law and procedure.

38. The Presiding Officer chaired the General Assembly Meeting and invited the Executive Secretary to brief the members about the status of the election process. Thereafter, the Presiding Officer announced that all the documents relating to candidates, proposers and seconders have been scrutinized by the Executive Committee and were in order. The number of candidates (09) was since equal to the number of positions (09), balloting was not required to elect the new Board of Directors.

v. **Announcement of election results and notifying the newly constituted Board of Directors of AOA**

Consequently, in terms of provision 2-10 (b) of the Code of Conduct of Business, the nine (09) candidates for nine (09) positions on the Board of Directors were declared elected.

Decision:

*Following the conduct of AOA Election 2023 as per the prescribed procedure, **Resolution No. 5** declaring election result and notifying the newly elected Board of Directors was adopted by the General Assembly (**Annex-VI**).*

39. Following the conclusion of the election process, the President AOA thanked the Presiding Officer for conducting the election of the new Board. He congratulated the members of the newly constituted Board of Directors and thanked the General Assembly for expression of trust and confidence in their performance during the previous term of the Board. He added that the unopposed election of the entire Board of Directors was a singular honor that placed heavy responsibilities on their shoulders. In the brief meeting of the new Board of Directors, the President invited the members to make a commitment, at the start of its new term, to do everything in their command to promote aims of the Association and to observe its statutes and resolutions. The President also proposed that every member of the Board may host some activities on any topic of professional interest with a view to sharing knowledge, experiences and best practices. Those events shall form part of the calendar of activities for the year 2024 and beyond which would further strengthen the credentials of the AOA.

40. The President announced that this meeting of the newly constituted Board of Directors was held in pursuance of provision 2-12 of the Code of Conduct of Business and shall be so reflected in the minutes of the 17th Meeting of the General Assembly. The members of the new Board thanked the General Assembly on their election and reiterated their commitment to the cause of ombudsmanship and resolved to do everything possible to promote the aims and objectives of the Association and strengthen the mutual cooperation in the best interest of the Asian regional fraternity.

Agenda Item No. 16

Any other item

41. No matter was raised under this item.

Agenda Item No. 17

Vote of thanks

42. The President proposed vote of thanks to H.E. Ms. Saburskaya Sariya Kharisovna, Commissioner for Human Rights, Republic of Tatarstan for hosting the 24th Meeting of the Board of Directors, 17th Meeting of the General Assembly and the International Scientific and Practical Conference from 11-13 September 2023 at Kazan. Accordingly, the General Assembly with a view to place on record its sentiments of gratitude and appreciation adopted **Resolution No. 6** by acclamation (**Annex-VII**).

List of Participants
17th Meeting of the General Assembly
11 September 2023, Kazan, Republic of Tatarstan

S. No.	Name	Position	Organization
1.	Ms. Sabina Aliyeva	Voting Member	Commissioner for Human Rights (Ombudsman) of the Republic of Azerbaijan.
2.	Ms. MU Hongyu	Voting Member	Represented National Commission of Supervision (NCS) of China.
3.	Mr. Dzhamal Aliev	Full Member	Commissioner (Ombudsman) for Human Rights, Republic of Dagestan, Russian Federation
4.	Mr. Levan Ioseliani	Voting Member	Public Defender (Ombudsman), Georgia,(Online)
5.	Ms. Winnie Chiu Wai-yin	Voting Member	The Ombudsman, Hong Kong, China
6.	Mr. Justice Dr. Zabihullah Khodaeiyan	Voting Member	President, General Inspection Organization, Islamic Republic of Iran.
7.	Mr. Mokhammad Najih	Voting Member	Chairman, The Ombudsman of the Republic of Indonesia.
8.	Mr. Sugawara Nozomu	Voting Member	Director General, Administrative Evaluation Bureau, Japan. (Online) Ms. HIGASHITANI Yuko, Officer from Embassy of Japan in Moscow attended in Person.
9.	Mr. Major General Muhammad Hijazi	Voting Member	Chairman, Jordanian Integrity and Anti-Corruption Commission, Jordan. (Online)
10.	Mr. Tae Kye, KIM	Voting Member	Vice Chairperson, Anti-Corruption & Civil Rights Commission (ACRC), Republic of Korea (Online)
11.	Ms. Lam In Sang	Voting Member	Represented Commissioner Against Corruption, Macau SAR, China.
12.	Mr. S. Letchumanan Shanmugam	Voting Member	Director General, Public Complaints Bureau, Malaysia. (Online)
13.	Mr. Ejaz Ahmad Qureshi	Voting Member	Federal Ombudsman, Pakistan.
14.	Mr. Masood Ishrat	Voting Member	Represented Provincial Ombudsman (Mohtasib) Sindh, Pakistan.
15.	Ch. Muhammad Naseem	Voting Member	Ombudsman of Azad Jammu & Kashmir, (Online)

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S. No.	Name	Position	Organization
16.	Mr. Maj (R) Azam Suleman Khan	Full Member	Provincial Ombudsman Punjab, Pakistan. (Online)
17.	Dr. Asif Mahmood Jah	Full Member	Federal Tax Ombudsman, Pakistan. (Online)
18.	Mr. Nazar Muhammad Baloch	Full Member	Provincial Ombudsman Balochistan, Pakistan. (Online)
19.	Dr. Muhammad Khawar Jameel	Full Member	Federal Insurance Ombudsman, Pakistan.
20.	Mr. Sirajuddin Aziz	Full Member	Banking Mohtasib Pakistan. (Online)
21.	Syed Jamal Ud Din Shah	Full Member	Provincial Mohtasib Khyber Pakhtunkhuwa, Pakistan. (Online)
22.	Mr. Samual R. Matires	Voting Member	Ombudsman Office of the Ombudsman, Philippines. (Online)
23.	Mr. Justice (R) K.B.K. Hirimburegama	Voting Member	Parliamentary Commissioner for Administration, Sri Lanka. (Online)
24.	Mr. Somsak Suwansujarit	Voting Member	Chief Ombudsman, Office of the Ombudsman, Thailand. (Online)
25.	Ms. Saburskaya Sariya Kharisovna	Voting Member	Commissioner for Human Rights in the Republic of Tatarstan.
26.	Mr. Seref MALKOC	Voting Member	Chief Ombudsman, The Ombudsman Institution of Turkiye, Republic of Turkiye.
27.	Ambassador Mr. Asadov Botirjon	Voting Member	Represented Authorized Person of the Oliy Majlis Uzbekistan for Human Rights, Republic of Uzbekistan.
28.	Mr. Doan Hong Phong	Voting Member	Government Inspector General, Government Inspectorate of Vietnam, Socialist Republic of Vietnam. (Online)
29.	Amb. (R) Abdul Moiz Bokhari	Executive Secretary	AOA Secretariat, Islamabad.



ASIAN OMBUDSMAN ASSOCIATION

GENERAL ASSEMBLY

17th Meeting held on 11 September 2023

RESOLUTION NO.1 OF 2023

**Approval of the Audit Reports of the Asian Ombudsman Association (AOA) Accounts
(Agenda Item 5)**

Whereas, the Audit Reports for the years 2019, 2020 and 2021, prepared by W.A. Associates (Pvt.) Ltd. have been approved by the 23rd Meeting of the Board of Directors (18 October 2022, Baku) and the Audit Report for the year 2022 has been approved by the 24th Meeting of the Board of Directors (11 September 2023, Kazan);

Now, therefore, the General Assembly of the Asian Ombudsman Association at its 17th Meeting RESOLVES to accord its approval to the Audit Reports for the years 2019 – 2022 in terms of Article 6(4)(f) of the Bye Laws of the AOA.

Adopted, this 11th day of September 2023, at Kazan (Republic of Tatarstan).

Attested:

A handwritten signature in black ink, appearing to be "Aniehin", written over the printed name of the Secretary.

SECRETARY

A handwritten signature in black ink, appearing to be "Jas", written over the printed name of the President.

PRESIDENT



ASIAN OMBUDSMAN ASSOCIATION

GENERAL ASSEMBLY

17th Meeting held on 11 September 2023

RESOLUTION NO.2 OF 2023

**Approval of the Application for Full Membership
(Agenda item 12)**

Whereas, the application of the office of the Ulsan Metropolitan Government Civic Ombudsman Committee, Republic of Korea for full membership of the Asian Ombudsman Association (AOA) was received on 3 April 2022;

Whereas, the Executive Committee, comprising the President, the Vice President and the Secretary, deliberated upon the application and recommended the same for consideration of the Board;

And whereas, the applicant met all the prescribed requirements of full membership under the provisions of Article 5(1) of the AOA Bye Laws and Section 1 of the Code of Conduct of Business of the Association;

Accordingly, the 23rd Meeting of the Board of Directors (18 October 2022 – Baku), unanimously approved the proposal and recommended to the General Assembly in terms of Section 1-5 and 1-6 of the Code of Conduct of Business, approval of full membership under the provisions of Articles 5(1) and 5(6) of Bye Laws and Section 1 of the Code of Conduct of Business of the Association;

Now, therefore, the General Assembly of the Asian Ombudsman Association in its 17th Meeting RESOLVES in terms of Article 6(4) (a) of the Bye Laws to accord its approval to the request of the above mentioned institution for full membership of the Asian Ombudsman Association.

Adopted, this 11th day of September 2023, at Kazan (Republic of Tatarstan).

Attested:

SECRETARY

PRESIDENT



ASIAN OMBUDSMAN ASSOCIATION

GENERAL ASSEMBLY

17th Meeting held on 11 September 2023

RESOLUTION NO.3 OF 2023

**Approval of the Application for Full Membership
(Agenda Item 12)**

Whereas, the applications for full membership of the Asian Ombudsman Association (AOA) were received from the following institutions:

- i. Office of the Commissioner for Human Rights in Republic of Kazakhstan.
- ii. Seoul Metropolitan Citizens' Ombudsman Commission, Republic of Korea.

Whereas, the Executive Committee, comprising the President, the Vice President and the Secretary, deliberated upon the applications and recommended the same for consideration of the Board;

And whereas, the applicants met all the prescribed requirements of full membership under the provisions of Article 5(1) of the AOA Bye Laws and Section 1 of the Code of Conduct of Business of the Association;

Accordingly, the 24th Meeting of the Board of Directors (11 September 2023 – Kazan) unanimously approved the proposals and recommended to the General Assembly in terms of Section 1-5 and 1-6 of the Code of Conduct of Business, approval of full membership under the provisions of Article 5(1) and 5(6) of the Bye Laws and Section 1 of the Code of Conduct of Business of the Association;

Now, therefore, the General Assembly of the Asian Ombudsman Association in its 17th Meeting RESOLVES in terms of Article 6(4) (a) of the Bye Laws to accord its approval to the requests of the above mentioned institutions for full membership of the Asian Ombudsman Association.

Adopted, this 11th day of September 2023, at Kazan (Republic of Tatarstan).

Attested:

SECRETARY

PRESIDENT



ASIAN OMBUDSMAN ASSOCIATION

GENERAL ASSEMBLY

17th Meeting held on 11 September 2023

RESOLUTION NO.4 OF 2023

**Dates and Venue of the 25th Meeting of the Board of Directors in 2024 and the
18th Meeting of the General Assembly in 2025
(Agenda Item 14)**

Whereas, the member institutions were invited by the AOA Secretariat to give proposals for hosting the 25th Meeting of the Board of Directors in 2024 and the 18th Meeting of the General Assembly in 2025 vide its email dated 7 August 2023;

Whereas, under the provisions 6(2) and 6(4)(g) of the Bye Laws, the Republic of Turkiye has offered to host the 25th Meeting of the Board of Directors in 2024 at Istanbul, and the People's Republic of China has offered to host the 18th Meeting of the General Assembly in 2025 and the BOD meeting preceding it in 2025.

Now, therefore, the General Assembly RESOLVES to accept the offer of Republic of Turkiye to host the 25th Meeting of the Board of Directors in 2024 at Istanbul and the offer of People's Republic of China to host the 18th Meeting of the General Assembly in 2025 and asks the AOA Secretariat to coordinate with the host institutions precise dates and venue for the above mentioned meetings.

Adopted, this 11th day of September 2023, at Kazan (Republic of Tatarstan).

Attested:

SECRETARY

PRESIDENT



ASIAN OMBUDSMAN ASSOCIATION

GENERAL ASSEMBLY

17th Meeting held on 11 September 2023

RESOLUTION NO.5 OF 2023

**Elections to the Board of Directors of the Asian Ombudsman Association 2023
(Agenda Item 15)**

Whereas, Article 7(1) of the Bye Laws of AOA provides that the Board of Directors shall consist of:

- a) The President
- b) The Vice President
- c) The Secretary
- d) The Treasurer and
- e) Five Other Members

Whereas, in terms of Article 7(2) of the Bye Laws of AOA, the Board of Directors shall be elected by the General Assembly for a term of four years. Last Board was elected by the General Assembly at its 16th Meeting held at Istanbul (Republic of Turkiye) on 18 November 2019.

Whereas, the process for AOA Elections 2023 was started with the issuance of Notice, dated 7 June 2023 along with necessary annexures inviting nominations for all positions on the Board. The annexures are listed as under:

- I. Prescribed Nomination Form 2002 – 2(A)
- II. Minutes of Agenda Item No.7, “Conduct of Elections for the BoD membership and office bearers in 2023” as approved by the 23rd meeting of the BoD (18 October 2022 – Baku) along with procedure for election laid down in the Bye Laws and the Code of Conduct of Business.
- III. List of members with voting rights and status of annual membership fee.
- IV. List of members without voting right and status of annual membership fee.

Whereas, the nominations received for elections to all positions on the Board were scrutinized by the Executive Committee, duly assisted by the AOA Secretariat, in order to confirm the eligibility of the candidates in terms of the provision 2-6 of the Code of Conduct of Business of the Association;

Contd.....

Whereas, the final position of the nominations against each post as of today is as follows:

- a) The President one
- b) The Vice President one
- c) The Secretary one
- d) The Treasurer one
- e) Five other Members five

Whereas, the number of candidates being equal to the number of positions, all the nominations received for election to the Board of Directors are declared successful and elected unopposed;

Now, therefore, the GENERAL ASSEMBLY, in its 17th Meeting, declares the following candidates successful against their respective positions and RESOLVES to accord its approval to the constitution of new elected Board of Directors of AOA for a period of four years in terms of Articles 6(4) (b), 7(1) and 7(2) of the Bye Laws of AOA.

S N	Position	Name	Institution	Country
1	President	Mr. Ejaz Ahmad Qureshi	Federal Ombudsman	Pakistan
2	Vice President	Ms. Sabina Aliyeva	Commissioner for Human Rights	Republic of Azerbaijan
3	Secretary	Ms. Winnie Chiu Wai-yin	Ombudsman	Hong Kong, China
4	Treasurer	Mr. Justice Dr. Zabihullah Khodaeiyan,	President, General Inspection Organization (GIO)	Islamic Republic of Iran
5	Member	Mr. FU Kui	Vice Chairman, NCS	People's Republic of China
6	Member	Mr. Seref Malkoc	Chief Ombudsman	Republic of Turkiye
7	Member	Mr. Sugawara Nozomu	Director General, Administration Evaluation Bureau	Japan
8	Member	Mr. Tae Kye, KIM,	Vice Chairperson, ACRC	Republic of Korea
9	Member	Ms. Saburskaya Sariya Kharisovna	Commissioner for Human Rights	Republic of Tatarstan

Adopted, this 11th day of September 2023, at Kazan (Republic of Tatarstan).

Attested:



SECRETARY



PRESIDENT



ASIAN OMBUDSMAN ASSOCIATION

GENERAL ASSEMBLY

17th Meeting held on 11 September 2023

RESOLUTION NO.6 OF 2023

**Vote of Thanks to the Government of the Republic of Tatarstan and H.E.
Ms. Saburskaya Sariya Kharisovna, Commissioner for Human Rights, Republic of
Tatarstan, for hosting the 24th Meeting of Board of Directors, the 17th Meeting of the
General Assembly of AOA and International Scientific and Practical Conference
11-13 September 2023
(Agenda Item 17)**

Whereas, the 24th Meeting of the Board of Directors, the 17th Meeting of the General Assembly of AOA and the International Scientific and Practical Conference being held at Kazan, Republic of Tatarstan on 11-13 September 2023, owe their success to the wholehearted cooperation and support provided by the host country through H.E. Ms. Saburskaya Sariya Kharisovna, Commissioner for Human Rights, Republic of Tatarstan and her staff;

Whereas, Chairman of the State Council of the Republic of Tatarstan, H.E. Mr. Farid Khairulovich Mukhametshin, very kindly graced the occasion with his presence and shared his vision for promotion and protection of human rights, good governance, the rule of law and the common values of ombudsmanship in Asia and beyond.

Whereas, the warm hospitality and generosity extended to the delegates and participants, whose needs and comfort have been fully attended to, have made the Conference memorable and extremely rewarding.

Now, therefore, the General Assembly hereby RESOLVES to express its sincere appreciation and gratitude to H.E. Ms. Saburskaya Sariya Kharisovna, Commissioner for Human Rights, Republic of Tatarstan, her staff and the associated functionaries of other departments of the Government for the successful hosting of 24th Meeting of the Board of Directors, the 17th AOA General Assembly Meetings and the International Scientific and Practical Conference on Effective Practices of Ombudsmen; National Features and Universal Approaches.

Adopted, this 11th day of September 2023, at Kazan (Republic of Tatarstan).

Attested:

SECRETARY

PRESIDENT