

# 14TH GENERAL ASSEMBLY MEETING OF THE ASIAN OMBUDSMAN ASSOCIATION (AOA)

## MINUTES

**Date: 25<sup>th</sup> November, 2015,  
Venue: Islamabad, Pakistan**

In his opening remarks, the out-going President of the Asian Ombudsman Association (AOA), welcomed all the members of the AOA, especially the new member from the Korean Province who has recently joined the AOA. He also thanked Mr. M. Salman Faruqui, the Hon'ble Federal Ombudsman of Pakistan for the immaculate arrangements for the AOA events. The President highlighted the importance of the meeting in view of the fact that the members had to elect new Board of Directors. Thereafter, the agenda of the meeting, as proposed by the Executive Secretary, was taken up for discussion.

### **Agenda Item No. 1**

#### **Ratification of the recommendations of BoD for accepting Full membership of the AOA of the Ombudsman Commission of Gangwon-do Province, South Korea**

The Board of Directors had recommended full membership of AOA to the Office of the Ombudsman Commission of Gangwon-do Province, South Korea in its meeting held on 1<sup>st</sup> July, 2014 in Seoul, Korea and requested that the same be placed in the General Assembly Meeting of 25<sup>th</sup> November, 2015 in Islamabad for ratification.

#### **Decision:**

The General Assembly unanimously ratified the Board's recommendations for awarding Full Membership to the Ombudsman Commission of Gangwon-do Province, South Korea. Resolution No.1 of 2015 so adopted is placed at Annexure-I.

### **Agenda Item No. 2**

#### **Approval of the Audit Statements of the AOA accounts for the years 2013 & 2014.**

The audit reports for the period from 1st January 2013 to 31st December, 2013 and 1st January, 2014 to 31st December, 2014 prepared by WA Associates (Pvt) Limited were placed before the Board of Directors during its 16<sup>th</sup> & 17<sup>th</sup> Annual Meetings held on 1<sup>st</sup> July, 2014 in Seoul and 25<sup>th</sup> November, 2015 in Islamabad,

respectively. The Board approved the placement of the Audit Reports before the General Assembly.

**Decision:**

The General Assembly approved the audited accounts for the years 2013 and 2014. Resolution No.2 so adopted is placed at Annex-II.

**Agenda Item No. 3**

**Consideration of proposal for hosting the 15th AOA Conference in 2017**

The AOA Secretariat invited proposals from all members of AOA on the subject. The AOA BoD in its meeting on 25<sup>th</sup> November, 2015 in Islamabad recommended that the 15th AOA Conference in 2017 be jointly hosted by ACRC and Ombudsman Commission of Gangwon-do Province, South Korea.

**Decision**

The General Assembly unanimously approved the Board's recommendation for hosting the 15<sup>th</sup> AOA Conference in 2017 jointly by ACRC and Ombudsman Commission of Gangwon-do Province, South Korea. However, the two Ombudsman offices of South Korea were requested to intimate the specific date and venue of the conference. Resolution No.3 so adopted is placed at Annex-III.

**Agenda Item No. 4**

**Proposal for General Assembly members to finalize their decisions via electronic communication**

The Hon'ble Chief Ombudsman of Thailand and President AOA, H.E. Prof. Siracha Vongsarayankura, had proposed that an arrangement among the Board members be made to finalize its decisions by means of electronic communication. This proposal was discussed and it was recommended that "after any proposal has been sent by AOA Secretariat through e-mail to the AOA BoD followed by two reminders and no response/comment received within a reasonable period of time, it shall be construed as the BoD's agreement to the proposal. The Board also recommended for adoption of a secure and reliable system for the purpose of early finalization of its decisions, by means of electronic communication, by the General Assembly." The Board accordingly approved the proposal in this meeting held on 25<sup>th</sup> November, 2015 for ratification.

## **Decision**

The General Assembly unanimously approved the proposed arrangement for finalization of the Board decisions by means of electronic communication.

## **Agenda Item No. 5**

### **Approval of the Procedure of Elections for any vacancy falling vacant during tenure of the Board**

*(Carried over from the previous Board meetings)*

The AOA BoD in its meeting in Islamabad on 25<sup>th</sup> November, 2015 agreed to defer the matter till circulation of the proposed procedure among all AOA Members for their input, and subsequent approval of the Board and the General Assembly through electronic means and for making final recommendations for a decision by the General Assembly by circulation electronically. No reply by the fixed date (deadline) would be considered as consent.

## **Decision**

The General Assembly unanimously approved the decision of the AOA BoD to defer the matter till circulation among all AOA Members for their input through electronic means and for making final recommendations for a decision by the General Assembly by circulation electronically. No reply by the fixed date (deadline) would be considered as consent.

## **Agenda Item No. 6**

### **Amendments proposed in the AOA Bye-Laws**

The AOA BoD in its meeting in Islamabad on 25<sup>th</sup> November, 2015 agreed to defer the matter till circulation among all AOA Members for their input through electronic means and for making final recommendations for a decision by the General Assembly by circulation electronically. No reply by the fixed date (deadline) would be considered as consent.

## **Decision**

The General Assembly unanimously approved the decision of the AOA BoD to defer the matter till circulation among all AOA Members for their input through electronic means and for making final recommendations for a decision by the General Assembly by circulation electronically. No reply by the fixed date (deadline) would be considered as consent.

## **Agenda Item No. 7**

### **Elections of the office holders and members of the Board of Directors of Asian Ombudsman Association, for a term of four years**

During the 12<sup>th</sup> meeting of the General Assembly held on 8<sup>th</sup> December, 2011 at Tokyo, Japan elections of the Board were held and the office holders and members of the Board were elected for a term of four years. The term of the office holders and members of the Board as elected by the General Assembly expired on 25<sup>th</sup> November, 2015.

Accordingly, in terms of Clause II Sub-Clause 2-1 and 2-2 of the Code of Conduct of the Association, nomination for all offices on the Board was invited.

The nominations received for election of President, Vice President, Secretary, Treasurer and Board Members, duly scrutinized by the Executive Committee, were placed before the General Assembly for election of the office bearers and members and declaration of the results of the elections.

#### **Decision:**

As a result of election through secret ballot conducted by the most senior member of the Association as the Presiding Officer in pursuance of AOA Bye-Law 6(6), i.e. the Provincial Ombudsman Sindh, Mr. Asad Ashraf Malik, the Board of Directors was reconstituted as follows:

- |    |   |                |
|----|---|----------------|
| 1. | Mr. M. Salman Faruqi<br>Federal Ombudsman of Pakistan   | President      |
| 2. | Ms. Elmira Suleymanova,<br>Commissioner for Human Rights<br>Republic of Azerbaijan                  | Vice President |
| 3. | Ms. Connie Lau<br>Ombudsman,<br>Hong Kong, SAR China  | Secretary      |
| 4. | Mr. Justice Naser Seraj<br>President<br>General Inspection Organization<br>Islamic Republic of Iran | Treasurer      |

#### **MEMBERS**

- |    |   |  |
|----|---|--|
| 5. | Mr. Huang Shuxian<br>Minister,<br>Ministry of Supervision,<br>Peoples Republic of China |  |
|----|---|--|

6. Mr. Yuktaka Arai,  
Director General,  
Administrative Evaluation Bureau,  
Japan
7. Mr. Dato Raihan Sharif ,  
Director General,  
Public Complaints Bureau,  
Malaysia
8. Mr. Pranowo Dahlan  
Ombudsman of Report Settlement  
Indonesia
9. Mrs. Saburskaya Sariya Kharisovna,  
Commissioner for Human Rights  
Republic of Tatarstan, Russia

The General Assembly, unanimously, approved the election results. Resolution No.4 of 2015 so adopted by the General Assembly, declaring the results of the election of the office bearers and members of the Board of Directories, is placed at Annexure-IV.

### **Agenda Item No. 8**

#### **Draft MoU between Federal Ombudsman of Pakistan and AOA**

The AOA BoD in its meeting in Islamabad on 25<sup>th</sup> November, 2015 agreed to defer the matter till circulation among all AOA Members for their input through electronic means and for making final recommendations for a decision by the General Assembly by circulation electronically. No reply by the fixed date (deadline) would be considered as consent

#### **Decision**

The General Assembly unanimously approved the decision of the AOA BoD to defer the matter till circulation among all AOA Members for their input through electronic means and for making final recommendations for a decision by the General Assembly by circulation electronically. No reply by the fixed date (deadline) would be considered as consent.

### **Agenda Item No. 9**

#### **Islamabad Declaration**

The AOA BoD in its meeting in Islamabad on 25<sup>th</sup> November, 2015 agreed to defer the matter till circulation among all AOA Members for their input.

## **Decision**

The General Assembly unanimously approved the decision of the AOA BoD to defer the matter till circulation among all AOA Members for their input through electronic means and for making final recommendations for a decision by the General Assembly by circulation electronically. No reply by the fixed date (deadline) would be considered as consent.


## **Agenda Item No. 10**

### **Vote of thanks and gratitude to His Excellency, Mr. M. Salman Faruqi for hosting the 14<sup>th</sup> Conference of the Asian Ombudsman Association**

The success of the recently concluded 14<sup>th</sup> Asian Ombudsman Association Conference held at Islamabad, Pakistan on 24<sup>th</sup> & 25<sup>th</sup> November, 2015, could not be made possible without the whole-hearted cooperation and support provided by the host country through the Federal Ombudsman of Pakistan and the staff of his office and all ranks of the other departments of the Government of Pakistan. The warm hospitality and generosity graciously extended to the delegates and participants, whose needs and comforts were fully attended to make the Conference memorable, truly informative and productive.

Accordingly, in recognition of the efforts and hard work of His Excellency, Mr. M. Salman Faruqi, Federal Ombudsman of Pakistan and his office, it was proposed that the General Assembly may thank His Excellency, the Federal Ombudsman of Pakistan. Draft Resolution No. 5 for the purpose was placed before the General Assembly for adoption.


**Prepared by**

  
(SIRAJ SALEEM SHAMSUDDIN)  
Senior Advisor  
08.12.2015

**Prepared by**

  
(MALIK MUHAMMAD IQBAL)  
Senior Advisor  
08.12.2015

**Approved by**

  
Executive Secretary (AOA)

**LIST OF PARTICIPANTS**  
**14<sup>TH</sup> GENERAL ASSEMBLY MEETING**  
**25<sup>TH</sup> NOVEMBER, 2015 ISLAMABAD, PAKISTAN**

- |     |   |                                   |
|-----|---|-----------------------------------|
| 1.  | <b>Mr. M. Salman Faruqi</b><br>Federal Ombudsman/Wafaqi Mohtasib<br>Pakistan                            | Voting Member                     |
| 2.  | <b>H.E. Mr Liu Jianchao</b><br>Vice Minister,<br>Ministry of Supervision<br>People's Republic of China  | Voting Member<br>(Representative) |
| 3.  | <b>Mr. Silverio Pinto Baptista</b><br>Ombudsman/ Provedor for Good Governance<br>Timor Leste            | Voting Member                     |
| 4.  | <b>Ms. Connie Lau</b><br>Ombudsman of Hong Kong,<br>HONG KONG (CHINA).                                  | Voting Member                     |
| 5.  | <b>Mr. Pranowo Dahlan</b><br>Ombudsman of Report Settlement<br>Indonesia.                               | Voting Member<br>(Representative) |
| 6.  | <b>H.E. Justice Naser Seraj</b><br>President, General Inspection Organization<br>Islamic Republic Iran. | Voting Member                     |
| 7.  | <b>Mr. Ken Sanuki,</b><br>Deputy Director General<br>Administrative Evaluation Bureau<br>Japan          | Voting Member<br>(Representative) |
| 8.  | <b>Mr. Sungboo Lee</b><br>Chairperson, (ACRC)<br>Republic of Korea                                      | Voting Member                     |
| 9.  | <b>Mr. Cheong Weng Chon,</b><br>Commissioner Against Corruption<br>MACAU (CHINA)                        | Voting Member                     |
| 10. | <b>Mr. Dato Haji Raihan Sharaif</b><br>Director General,<br>Public Complaint Bureau,<br>Malaysia        | Voting Member                     |

- |     |  |                                   |
|-----|--|-----------------------------------|
| 11  | <b>Mr. Asad Ashraf Malik</b><br>Provincial Ombudsman Sindh,<br>Karachi (Pakistan)  | Voting Member                     |
| 12. | <b>Syed Mumtaz Hussain Naqvi</b><br>Ombudsman of Azad Jammu & Kashmir<br>Muzaffarabad,<br>Azad Jammu & Kashmir               | Voting Member                     |
| 13. | <b>Mr. L.A. Tissa Ekanayake</b><br>Parliamentary Commissioner for Administration<br>SRI LANKA                                | Voting Member                     |
| 14. | <b>Prof. Siracha Vongsarayankura</b><br>Chief Ombudsman<br>THAILAND.   | Voting Member                     |
| 15. | <b>Mrs. Saburskaya Sariya Kharisovna</b><br>Commissioner for Human Rights<br>Republic of Tatarstan                           | Voting Member                     |
| 16. | <b>Mrs. Elmira Suleymanova</b><br>Commissioner for Human Rights<br>Republic of Azerbaijan                                    | Voting Member                     |
| 17. | <b>Mr. Abdur Rauf Chaudhry</b><br>Federal Tax Ombudsman<br>Islamabad (Pakistan)  | Full Member                       |
| 18. | <b>Mr. Raeesuddin Paracha</b><br>Federal Insurance Ombudsman<br>Karachi (Pakistan)   | Full Member                       |
| 19. | <b>Justice (R) Yasmin Abbasey</b><br>Federal Ombudsman,<br>Protection Against Harassment of Women<br>at Workplace, Islamabad | Full Member                       |
| 20. | <b>Mr. Anisul Hassnain Musavi</b><br>Banking Mohtasib,<br>Karachi  | Full Member                       |
| 20. | <b>Rao Muhammad Iqbal Khan</b><br>Member Incharge Rawalpindi Div.<br>Provincial Ombudsman Punjab<br>Rawalpindi               | Full Member<br>(Representative)   |
| 21. | <b>H.E. Ambassador Nguyễn Xuân Luu.</b><br>Ambassador<br>Embassy of the Socialist Republic of Vietnam<br>Islamabad.          | Voting Member<br>(Representative) |



22. **Mr. Ahmed Keid Ahmed**  
Charge D' Affairs  
Embassy of the Republic of Yemen  
Islamabad. Voting Member  
(Representative)
23. **H.E. Mr. Lutfulla Umurzakov,**  
1<sup>st</sup> Secretary,  
Embassy of the Republic of Uzbekistan,  
Islamabad. Voting Member  
(Representative)

**EXECUTIVE SECRETARY**

Mr. Imtiaz Inayat Elahi, Secretary, W. M. Secretariat, Pakistan.

**ADMINISTRATOR**

Mr. Abdul Hameed, Sr. Advisor, W. M. Secretariat, Pakistan.



**ASIAN OMBUDSMAN ASSOCIATION**

**GENERAL ASSEMBLY**

**Meeting Held on 25<sup>th</sup> November, 2015**

**RESOLUTION NO. 1 OF 2015**

**Approval of the Application for Full Membership**

Whereas the Ombudsman Commission of Gangwon-do Province, South Korea applied for full membership of the Asian Ombudsman Association and its application, on the recommendation of the Board of Directors, was accepted by the General assembly in its meeting held on 25<sup>th</sup> November, 2015;

And whereas the applicant met all the prescribed requirements of full membership under the provision of Bye-Law 5(1) and Article 1 of the Code of Conduct of Business of the Association;

Now, therefore, the GENERAL ASSEMBLY of the Asian Ombudsman Association (AOA) in the 14<sup>th</sup> Meeting RESOLVES to accord its approval to the above mentioned Institution for full membership of the Asian Ombudsman Association.

Adopted, this 25<sup>th</sup> day of November, 2015, at Islamabad, Pakistan.

**PRESIDENT**

**Attested:**

**SECRETARY**



**ASIAN OMBUDSMAN ASSOCIATION**

**GENERAL ASSEMBLY**

**Meeting Held on 25<sup>th</sup> November, 2015**

**RESOLUTION NO. 2 OF 2015**

**Approval of the Audit Reports of the Asian Ombudsman Association Accounts**

Whereas the audit reports for the period from 1<sup>st</sup> January 2013 to 31<sup>st</sup> December, 2013 and 1<sup>st</sup> January, 2014 to 31<sup>st</sup> December, 2014, prepared by WA Associates (Pvt) Limited, have been approved by the Board of Directors in its meetings held on 1<sup>st</sup> July, 2014 and 25<sup>th</sup> November, 2015 respectively;

Now, therefore, the GENERAL ASSEMBLY of the Asian Ombudsman Association RESOLVES to accord its approval to the audit reports for the years 2013 and 2014.

Adopted, this 25<sup>th</sup> day of November, 2015, at Islamabad, Pakistan.

**PRESIDENT**

**Attested:**

**SECRETARY**



**ASIAN OMBUDSMAN ASSOCIATION**

**GENERAL ASSEMBLY**

**Meeting Held on 25<sup>th</sup> November, 2015**

**RESOLUTION NO. 3 OF 2015**

**Hosting of 5th AOA Conference in 2017**

Whereas under Bye-law 6(2) and 6(4)(g) of the Bye-Laws, the Anti-Corruption and Civil Rights Commission and Gwanwon-do Province, South Korea have jointly offered to host the 15<sup>th</sup> AOA Conference in 2017;

Now, therefore, the GENERAL ASSEMBLY hereby RESOLVES to accept the offer of Anti-Corruption and Civil Rights Commission and Gwanwon-do Province, South Korea to host the 15th AOA Conference in 2017.

Adopted, this 25th day of November, 2015, at Islamabad, Pakistan.

**PRESIDENT**

**Attested:**

**SECRETARY**



## **ASIAN OMBUDSMAN ASSOCIATION**

### **GENERAL ASSEMBLY**

**Meeting Held on 25<sup>th</sup> November 2015**

### **RESOLUTION NO. 4 OF 2015**

#### **Elections of the Office Holders and Members of the Board of Directors**

Whereas the term of the office of the incumbent officers and Directors of the Association expired on 24<sup>th</sup> November, 2015 (in view of Resolution No.4 of 2011, of the General Assembly dated 8<sup>th</sup> December, 2011 read with By-Laws 7(2) of the By-Laws of AOA);

Now, therefore, the GENERAL ASSEMBLY in its meeting held on 25<sup>th</sup> November, 2015, elects the following members as office holders and members of the Board of Directors for a term of four years as envisaged in Bye-law 7(2) of the Bye-Laws of the Association:

- President:** Mr. M. Salman Faruqi  
Federal Ombudsman of Pakistan
- Vice President:** Ms. Elmira Suleymanova  
Commissioner for Human Rights  
Republic of Azerbaijan
- Secretary:** Ms. Connie Lau  
Ombudsman  
Hong Kong, SAR China
- Treasurer:** Mr. Justice Naser Seraj  
President  
General Inspection Organization  
Islamic Republic of Iran
- Members:**
1. Mr. Huang Shuxian  
Minister,  
Ministry of Supervision,  
Peoples Republic of China
  2. Mr. Yuktaka Arai  
Director General  
Administrative Evaluation Bureau  
Japan

3. Mr. Dato Raihan Sharif  
Director General,  
Public Complaints Bureau  
Malaysia
4. Mr. Pranowo Dahlan  
Ombudsman of Report Settlement  
Indonesia
5. Mrs. Saburskaya Sariya Kharisovna,  
Commissioner for Human Rights  
Republic of Tatarstan, Russia

Adopted, this 25<sup>th</sup> day of November, 2015, at Islamabad, Pakistan.

**PRESIDENT**

**Attested:**

**SECRETARY**



**ASIAN OMBUDSMAN ASSOCIATION**

**GENERAL ASSEMBLY**

**Meeting Held on 25<sup>th</sup> November, 2015**

**RESOLUTION NO. 5 OF 2015**

**Gratitude to Pakistan and His Excellency Mr. M. Salman Faruqi, Wafaqi Mohtasib  
(Federal Ombudsman) Pakistan for hosting the 14th Conference of the Asian Ombudsman  
Association**

Whereas the success of the recently concluded 14<sup>th</sup> Asian Ombudsman Association Conference held at Islamabad, Pakistan on 24<sup>th</sup> & 25<sup>th</sup> November, 2015, could not be made possible without the whole-hearted cooperation and support provided by the host country through the Wafaqi Mohtasib (Federal Ombudsman) Pakistan and the staff of his office and all ranks of the other departments of the Government of Pakistan;

And whereas the warm hospitality and generosity graciously extended to the delegates and participants whose needs and comforts have been fully attended to, has made the Conference memorable and truly informative;

Now, therefore, the GENERAL ASSEMBLY hereby RESOLVES to express its sincere appreciation and gratitude to His Excellency Mr. M. Salman Faruqi, Wafaqi Mohtasib (Federal Ombudsman) Pakistan, and staff of his office, members of the staff of the other departments of the Government of Pakistan for the successful hosting of the 14<sup>th</sup> AOA Conference held on 24<sup>th</sup> & 25<sup>th</sup> November, 2015, at Islamabad, Pakistan.

Adopted, this 25<sup>th</sup> day of November, 2015, at Islamabad, Pakistan.

**PRESIDENT**

**Attested:**

**SECRETARY**