

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

- Cordially invite you to a webinar -

The Role of Ombudsman in Building Trust and Resolving Conflict

This webinar provides a platform for the Ombudsman and their staff to reflect on the meaningful work they do in fostering fairness, resolving disputes, and strengthening trust within their communities. Ombudsman institutions have long been champions of transparency, accountability, and good governance, and this event offers an opportunity to share experiences, celebrate successes, and address the challenges we face together. Through conversations about trust-building and conflict resolution, we aim to reinforce the critical role the Ombudsman play in promoting inclusive governance and sustainable peace. Join us to learn from one another, exchange ideas, and reaffirm our shared commitment to making a difference.

The objective of this webinar is to explore and highlight the critical role of Ombudsman institutions in building trust and resolving conflict by serving as impartial mediators, promoting accountability, and addressing systemic challenges. It aims to showcase best practices, discuss innovative strategies to strengthen the capacity of Ombudsman institutions and equip participants with practical insights to enhance the effectiveness of Ombudsman services in fostering transparency, good governance, and societal harmony.

The goal of this webinar is to deepen understanding of the vital role Ombudsman institutions play in resolving conflicts and fostering trust between governments and citizens. By sharing best practices, addressing challenges, and exploring innovative approaches, the event aims to strengthen the capacity of Ombudsman offices to promote accountability, enhance governance, and contribute to peaceful and transparent societies across Africa and beyond.

Date

Tuesday, February 18, 2025

Time

10h00 – 11h30 SA (GMT+2)

Speakers & Facilitator

Speaker 1 – Hon. Aimée Laurentine KANYANA, Ombudsman of Burundi and Coordinator Central African Region of AOMA, who will focus on “Exploring the Role of Ombudsman in Conflict Resolution: Case Studies and Lessons Learned.”

Speaker 2 – Endale Haile, former Ombudsman of Ethiopia will focus on “Building Trust through Ombudsman Services: Addressing Systemic Issues and Promoting Accountability.”

Speaker 3 – Adv. Arlene Brock, former Ombudsman of Bermuda and former Director of AORC will focus on “Future Directions: Enhancing the Impact of Ombudsman Institutions in Modern Societies.”

Facilitator – Hon. Bashir Abubakar, Ombudsman of Nigeria, Deputy Secretary General of AOMA

[CLICK HERE TO RSVP](#)

Please note that there will be no live question and answers due to time constraints. Participants may however submit relevant questions to Franky Lwelela (FrankyAorc@pprotect.org) or Marion Adonis (MarionAorc@pprotect.org) by 10:00 on Monday, 17 February 2025 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 posted on our website www.aoma.ukzn.ac.za

ENQUIRIES ONLY

Marion Adonis

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SPEAKERS AND FACILITATOR PROFILES



Hon. Aimée Laurentine Kanyana, 42, from Ngozi Province, has served as the Ombudsman of the Republic of Burundi since November 22, 2022, following her election by the National Assembly and approval by the Senate. She is the first woman and third person to hold this office. Previously, she worked as a Deputy Prosecutor in Bujumbura before being elected to the Constitutional Court in 2013. She later became the Second Vice-Governor of the Bank of the Republic of Burundi (BRB). From August 2015 to August 2020, she served as Minister of Justice, then joined President Évariste Ndayishimiye's administration as Deputy Chief of the Civil Cabinet. She succeeds Édouard Nduwimana, a native of Kayanza Province. Under Article 243 of the Burundian Constitution, the Ombudsman's role includes investigating complaints of managerial misconduct and civil rights violations by public officials, making recommendations to authorities, and mediating between the administration and citizens, as well as ministries. Additionally, the Ombudsman monitors administrative operations. The position is held for a six-year term

Hon. Dr Endale Haile is the former Ombudsman of Ethiopia who was appointed in July 2019. Previously, he was the Vice President for Administrative and Student Affairs in Debre Berhan University (2018), Dean of Students (From 2015 to 2018), and Assistant Professor (2010). He was also a member of parliament from 2005 to 2010. His short-term training includes: BPR, Public Policies and strategies, the role of legislation in law and budget-making process, Project management, finance and rural development, Research Methodology. His membership of professional bodies and various committees are namely, Ethiopian Management Professional Associations, Director for student's services supportive work process, Chairperson for purchasing approval committee and, Chairperson of discipline committee in DBU. MBA lecturer in Strategic management, Project management and planning, Public Project management, Human Resources management, Research Methodology, and Leadership and Change Management.



Adv. Arlene Brock is a 2020-21 Senior Fellow (2019 Fellow) of the Advanced Leadership Initiative at Harvard University. She is developing an animated video vignette series for middle-school age that presents counter-narratives to the negative stereotypes of Black peoples that have persisted over the past four centuries. Previous professional work includes launching the Ombudsman institution in Bermuda as the island's first National Ombudsman (a Constitutional Official who investigates complaints about the delivery of public services), Director of the African Ombudsman Research Center in South Africa (research on and capacitating 44 National Ombudsman throughout the Continent), mediator with Conflict Management Inc., insolvency lawyer and labor lecturer. She has served as Chair of the Police Complaints Authority and Permanent Arbitration Tribunal in Bermuda. She holds Honorary Life Memberships in the International Ombudsman Institute (formerly Board member / Chair of the Training Committee and V-P of the Caribbean / Latin American region) and the Caribbean Ombudsman Association.



Hon. Chief Commissioner, Bashir Abubakar MFR Barden Kudu Zazzau, was born on December 12, 1962. He completed his early education in Zaria before earning a degree from Ahmadu Bello University (ABU) in 1984. After his National Youth Service Corps (NYSC) at the University of Ife, he joined the Nigerian Customs Service, serving for 33 years. He held key positions, including Comptroller at Headquarters, Customs Area Controller in multiple commands, ACG Secretary to the Nigerian Customs Service Board, and Zonal Coordinator of Zone "B" Kaduna. He retired in 2020 as an Assistant Comptroller General (ACG). After retiring, Abubakar entered politics and contested the Kaduna State governorship primaries under the All Progressives Congress (APC), finishing as the first runner-up. His candidacy was driven by strong community support. A committed leader, he actively promotes youth empowerment, education, and infrastructure development. He has facilitated school projects, improved social amenities, and encouraged self-help initiatives like borehole installations. He also advocates for reviving traditional trades. Abubakar holds leadership roles in educational and community development organizations. His service has earned him multiple national and international awards. In 2022, President Muhammadu Buhari honored him with the Member of the Order of the Federal Republic (MFR). He also holds the traditional title of Barden Kudu Zazzau, conferred by His Highness, Amb. (Dr.) Ahmed Nuhu Bamalli.

