

**ASSOCIATION OF OMBUDSMANS  
AND AFRICAN MEDIATOR (AOMA)**

**REPORT OF THE SUB-REGION  
OF WEST AFRICA**

**COORDINATOR:**

Ombudsman of the Republic of Ivory Coast

## **I- SUB-REGION REGIONAL ACTIVITIES**

The fourth meeting of the Executive Committee of the AOMA, held in Luanda, Angola, 18 to 21 March 2013, in the meeting room of the courthouse.

Took part in this meeting, the Ombudsmen and Mediators or their representatives, of South Africa, Angola, Burkina Faso, Côte d'Ivoire, Gabon, Uganda, Mozambique, Namibia, Tanzania, Zambia, as well as representatives of the African Union and the observer for the African Union AOMA.

The Ivorian delegation included Messrs. Daouda TANON KLA and Konan respectively Director of the Office of Ombudsman of the Republic of Côte d'Ivoire, Head of the Delegation e t Head of the Office of the Ombudsman élégué Lagoons 1.

We note with satisfaction the election of Ms. Alima Traore h D e bora, Mediatrix of Burkina Faso and a member of our sub - region, the Senior Vice - President of the Executive Committee of the AOMA.

The procedures to be performed are the following :

- Ask members to submit their founding texts to various coordinators before the end of May 2013;
- Ask each member to check the status of contributions before the next General Assembly;
- Observations from the members on the financial status of the Association ; ;
- Make it compulsory for six (6) sub-regions to hold their preparatory meeting before the next General Assembly;
- organize brainstorming sessions on the Statute at the national and sub-regional;
- submit all proposals in Durban at the earliest ;
- Create a adh'oc Committee juristes which will meet to prepare the texts to be submitted to the General Assembly ; ;

### **1- Monitoring the implementation of the procedures of the meeting of the 4<sup>th</sup> meeting the Executive Committee of the AOMA**

The Ombudsman of the Republic of Côte d'Ivoire was appointed in April 2010, in Luanda, Angola, at the third General Assembly of the AOMA, as Coordinator of the Sub-region of West Africa. Thus, in the framework of its activities, Ms. Sangare Kadiatou LY, Special Adviser to the Ombudsman, responsible for a legal usiness and query management has been appointed to oversee the work of the Select Committee

of Jurists of the ad hoc sub - region in West Africa, on the Statutes and Rules of Procedure of the AOMA.

The Coordinator also sent to members copy of the mission report in Luanda that the draft Constitution.

He them by various letters, asked to submit their possible observations on the said project.

Before the silence of most members, letters and e-mails were sent their recovery. These countries should also be sent to the coordinator, their founding documents and activity reports.

The table below provides information on the monitoring of these recommendations.

<b>Country</b>	<b>Ivoiry Coast Mediator Letters recovery</b>	<b>Founding texts</b>	<b>Observations on the constitution</b>	<b>Reports of activities</b>
Ivoiry Coast		<b>X X</b>	<b>X X</b>	<b>X X</b>
Burkina Faso	<b>X X</b>			
Mali	<b>X X</b>			
Benin	<b>X X</b>	<b>X X</b>	<b>X X</b>	
Niger	<b>X X</b>			
Togo	<b>X X</b>			
Guinea	<b>X X</b>	<b>X X</b>	<b>X X</b>	
Ghana	<b>X X</b>			
Senegal	<b>X X</b>			
Gambia	<b>X X</b>		<b>x x</b>	
Nigeria	<b>X X</b>			
Sierra Leone	<b>X X</b>			
Liberia	<b>X X</b>			

The sub-regional coordinator has received comments from Benin, Gambia and Guinea on the draft constitution. He also received copies of the law n ° 2009-22 of 11 August 2009 establishing the Ombudsman of the Republic of Benin and the law on the 004/CNT/2010 referral procedures, intervention and operation of the Ombudsman of the Republic of Guinea.

Les observations de la Côte d'Ivoire sur les statuts de l'AOMA, son rapport d'activités et la Constitution ivoirienne de 2000 instituant le Médiateur de la République, sont disponibles. observations of the Côte d'Ivoire on the Statute of the AOMA, its activities and the Ivorian Constitution of 2000 establishing the Ombudsman report, are available.

Tous ces documents ont été transmis à l'AORC le 11 juin 2013. All these documents were sent to the AORC June 11, 2013.

## **2- New memberships**

Numerous efforts by the President of AOMA to help the establishment of bodies Mediation in Africa, did not remain idle.

As of March 19, 2013, official letter of accession of Guinea Conakry in the AOMA, was given to the Ivorian Chief of delegation in Luanda for transmission.

In the month of April 2013, the Ombudsman of the Republic of Niger has expressed his desire to join the Institution AOMA. He also wanted to know how to join the Association.

In response April 15, the coordinator told him the procedure, while assuring its availability to assist in this process.

## **3- Sub-regional solidarity in mediation**

As Coordinator of the West African region, the Ombudsman of the Republic of Côte d'Ivoire has participated in all the initiatives taken by Professor Albert TEVOEDJRE, President of AMP-UEMOA, in favor of the resolution of the crisis Mali.

. As part of the meeting of the AMP-UEMOA held recently in Niger analysis of this situation has been made and a delegation traveled to Bamako February 28, 2013, to provide support to the Association Mr. CISSOKO to Django, former Ombudsman of the Republic of Mali, named after 11 December 2012, Prime Minister.

It should be noted that his experience in mediation will be a tremendous asset to the reconciliation of Mali.

## **II - NATIONAL ACTIVITIES**

### **A- Proposed Order**

The Ombudsman wrote the draft of the decree for the implementation of the Organic Law No. 2007-540 of 1 August 2007 setting out the responsibilities, organization and functioning of the Board of Mediation.

This text was forwarded to the Minister to the President of the Republic, responsible for relations with the institutions of the Republic to be presented to the Council of Ministers.

The signing of the decree to allow the Ombudsman undergoing restructuring, implementing its organization.

### **B- Study claims management**

After the return of calm and the appointment of a new Ombudsman to the head of the institution and in July 2011, the number of applications has increased.

. In 2011, the Ombudsman of the Republic of Ivory Coast has received and processed forty seven (47) claims files, forty (40) July-December 2011.

The upward trend, continued during the year 2012 because in 2012, the Ombudsman of the Republic of Ivory Coast received hundred forty - six (146) requests

### **C- Implementation of the System Integrated Management of Computerized Reclamations of (SIGIR)**

As part of the modernization reforms of the state, the institution has undertaken the development of Intranet, it is through the program, to take advantage of the benefits offered by information technology and communication.

The SIGIR is part of this comprehensive program that takes into account the computerization needs of the institution in the hardware, software, network and human resources.

The project objective to automate the management of claims files with professional monitoring.

The Integrated Management System Claims (SIGIR) will aim to deploy a Web server, a computer application that allows interaction between all actors (Applicants, Ombudsman, Mediators Delegates, Officers of instruction, Secretaries Service, mail, etc.). mediation process.

The application will include an administration part (Intranet), only for members of the staff of the Board of Mediation. This section will allow the investigation and monitoring of claims files. An interface is provided to allow citizens to file complaints online and track the progress of their case.

The players will be trained to use this tool.

The cost of this study amounts to ten million 36140-2010 francs (10 .036.142.10 F) CFA. As part of the call for proposals 2013 AOMF, we asked the financial contribution of the Association to the tune of four million 471100-1026 francs (4.471.101.26 F)

CFA. Le reste devra être pris en compte par notre Institution. The rest will be taken into account by our Institution.

### **Conclusion**

Thus, this is the work of the Ombudsman of the Republic of Côte d'Ivoire, both regional and domestic.

The site is huge in our country and efforts should be made to strengthen the institutions of Mediation in the countries where they exist and create them where they are not yet. They can help tremendously to support the efforts of our leaders to improve social cohesion, guarantee a harmonious and sustainable development of our countries.

Finally, we want a real commitment of the members of the West Zone - African entrusted to us, to contribute to the effective implementation of this tool for cooperation under the AOMA, the rapid adoption of its constitution.

### **Annexes**

- Copy of the letter of stimulus Ombudsman, coordinator of the sub-region of West Africa.
- Observations of Benin on the draft statutes of the AOMA.
- Observations of Guinea on the draft statutes of the AOMA.
- Observations of the Gambia on the draft statutes of the AOMA.
- Founding texts of the Ombudsman of the Republic of Benin.
- Founding texts of the Ombudsman of the Republic of Guinea.
- Founding texts of the Ombudsman of the Republic of Ivory Coast.
- Letter of Accession of Guinea to the AOMA.
- Letter of request for information by the Ombudsman of the Republic of Niger.