



This project is funded by the European Union



2nd Istanbul International Ombudsman Conference "Principles of Good Administration and Ombudsman"

18-19 November 2019
Istanbul/TURKEY

Draft Agenda

Date & Time		Participants
18 November 2019 Monday		
08:30-09:00	Registration	
09:00- 10:00	Place: Hilton Istanbul Bomonti Hotel & Conference Centre Kristal Salon Welcoming Remarks -Mr. Şeref Malkoç - Chief Ombudsman of the Republic of Turkey -Dr. Hakan Ertürk - Director of the Central Finance and Contracts Unit, Ministry of Treasury and Finance of the Republic of Turkey -Ms Eleftheria Pertzinidou, Deputy Head of Delegation of the European Union to Turkey, Minister Counsellor -Keynote speech	Representatives of Ombudsman Institutions
10:00	Transportation to Dolmabahçe Palace for the Opening Ceremony	
11:00- 13:00	Place: Dolmabahçe Palace Opening Ceremony -Mr. Şeref Malkoç - Chief Ombudsman of the Republic of Turkey -Mr. Mustafa Şentop - Speaker of the Grand National Assembly of Turkey -H.E. Mr. Recep Tayyip Erdoğan - President of the Republic of Turkey	All Invitees

Technical Assistance for Empowerment of the Role of Ombudsman in the Protection and Promotion of Human Rights





This project is funded by the European Union



13:15-14:30	Place: Hilton Istanbul Bomonti Hotel & Conference Centre Lunch (Hotel)	Representatives of Ombudsman Institutions
14:30-16:30	Place: Hilton Istanbul Bomonti Hotel & Conference Centre Session I: Guiding Tools For The Administrations: Principles Of Good Administration • <i>Need for principles of good administration in the supervision of the Administration.</i> • <i>Defining the principles of good administration</i> • <i>Theoretical works on institutionalization of principles of good administration</i> • <i>Contribution of the Ombudsman to principles of good administration</i> • <i>Good Administration Practices and Administration Processes in the World</i> • <i>Challenges faced during the implementation of the principles of good administration and approaches devoted to solution.</i> Moderator: Mr. Zoran Pasalic- Ombudsman of the Republic of Serbia <i>(tbc)</i> Speakers: -Mr. Sandro Vannini- Ombudsman of Tuscany Region-Italy <i>(tbc)</i> - Ms. Elmira Suleymanova - Commissioner for Human Rights of the Republic of Azerbaijan -Mr. Syed Tahir Shahbaz - Federal Ombudsman of Pakistan <i>(President of AOA)</i> -Mr. Hassan Darvishian - President of the General Inspection Organization of Iran <i>(tbc)</i> -Mr. Chen Guomeng- Director General of the Department of Case Review-National Commission of Supervision of China -Ms. Martha Chizuma- Mwangonde- Ombudsman of Malawi <i>(tbc)</i>	Representatives of Ombudsman Institutions



This project is funded by the European Union



	Questions and Answers	
16:30-17:00	Coffee Break	
	End of the 1 st Day Sessions	
19:30-21:30	Gala Dinner	Representatives of Ombudsman Institutions
19 November 2019 Tuesday		
09:00-10:30	Place: Hilton Istanbul Bomonti Hotel & Conference Centre Session II: Main Principles Regarding the Recommendations of Ombudsman: Equality, Fairness, Impartiality, Non-Discrimination and Absence of Abuse of Power • Importance of implementing the principle of equality and fairness in the Administration • Increasing the awareness of principles of impartiality and non-discrimination • Absence of abuse of power in terms of principles of good administration: its contributions to the State and citizens • Defense of the right to good administration and effectiveness of decisions • Ombudsmen's practices concerning this issue: exchange of experience Moderator: Mr. Yahya Akman- Ombudsman of the Republic of Turkey Speakers: - Mr. Augustinas Normantas - Ombudsman of Lithuania (Seimas Ombudsman) - Ms. Lyudmila Denisova-Ukrainian Parliament Commissioner for Human Rights (tbc)	Representatives of Ombudsman Institutions



This project is funded by the European Union



	-Mr. Abdessatar Ben Moussa - Ombudsman of Tunisia (Le Médiateur Administratif) -Ms. Caroline Chuma Zulu-Ombudsman of Zambia (tbc) <i>Questions and Answers</i>	
10:30-10:45	Coffee Break	
10:45-12:00	Session III: Principles Gaining Importance in the 21st Century: Transparency, Accountability, Right to Information and Protection of Personal Data • <i>Ensuring transparency through the supervision of the administration</i> • <i>Contributions of the implementation of the principles of good administration to the improvement of human rights</i> • <i>Right to information and protection of personal data: disseminating the culture of seeking legal remedies</i> • <i>The legitimacy of the institution of Ombudsman: principle of accountability and its dissemination</i> • <i>Ombudsmen's practices concerning this issue: exchange of experience</i> Moderator: Mr. Mohamed Benalilou-Ombudsman of Morocco (tbc) Speakers: -Mr. Ákos Kozma-Commissioner for Fundamental Rights of Hungary (tbc) -Ms. Pak Un Jong- Chairperson of the Anti-Corruption and Civil Rights Commission of Korea -Mr. Ali Sirfi Maiga - Ombudsman of the Republic of Niger (Le Médiateur de la République) -Mr Yamauchi TATSUYA, Deputy Director-General, Administrative Evaluation Bureau, MIC, JAPAN "The role and function of Administrative Grievance Resolution Promotion Council (AGRPC) - Contribution to good administration principles" <i>-Questions and Answers</i>	
12:00-13:30	Lunch	Representatives of Ombudsman Institutions

Technical Assistance for Empowerment of the Role of Ombudsman in the Protection and Promotion of Human Rights





This project is funded by the European Union



13:30-14:30	Place: Hilton Istanbul Bomonti Hotel & Conference Centre Session IV: Closing Session Future roles of Ombudsmen regarding these principles and sharing responsibilities Moderator: Mr. Şeref Malkoç - Chief Ombudsman of the Republic of Turkey Speakers: -Mr. Amzulian Rifai - Ombudsman of Indonesia -Ms. Ana Dzumalieva – Chair of the Bulgarian Commission for Protection against Discrimination (<i>tbc</i>) -Ms. Fafa Sid Lakhdar Benzerrouki-Chairman of the National Council of Human Rights of Algeria (<i>tbc</i>) End of the 2nd Day Sessions	Representatives of Ombudsman Institutions
19:30-21:30	Dinner	Representatives of Ombudsman Institutions
20 November 2019 Wednesday		
09:00-13:00	Cultural Programme	Optional