

# MONTHLY REPORT

14-12-09 to 15-1-2010

**RETA 6465**

**Asian Development Bank**

Asian Ombudsman Association

## Capacity Building

<b>Study tours</b>			
Host	Participant	Date/Theme	Status
3. Administrative Evaluation Bureau, Japan	1. Ombudsman, AJK 2. Ombudsman, Sindh 3. Ombudsman, Indonesia 4. MOS, P.R. China 5. ACRC, Korea 6. PCB, Malaysia 7. GIO, Iran 8. GI Vietnam	24 to 30 January 2010  <b>Main focus:</b> Regional outreach approach towards grievance resolution through field offices/ administrator Counsellor. <b>Related theme:</b> State/civil society networking employing mediation as basic tool for resolving grassroots complaints.	> Invitation letters have been sent to all participants  > Broucher is ready  > Hotel booked for participants
4. Ombudsman of the Philippines	1. CAC, Macao 2. COCA, Yemen 3. Lokayukta, M.P. India 4. Ombudsman, Punjab 5. Ombudsman, Azerbaijan	07 to 13 March 2010  <b>Main focus:</b> Implementation of Anti-corruption strategy- Integrity Development Review Approach as adopted through Integrity Development Action Plan. <b>Related theme:</b> Citizen empowerment measures, specially "Citizen Report cards", also partnerships with universities/ research institutions in performance monitoring.	> program received from host institution  > Nominations from two institutions received
<b>Training</b>			
Participants	Date/Venue	Course	Status
(i). Two Investigators from weak AOA member institutions (ii). One Investigator from developed and new AOA member institutions	8 <sup>th</sup> to 11 <sup>th</sup> February 2010  Four Seasons Hotel, Bangkok, Thailand	Advanced Investigation Skills (Sharpen Your Teeth's-SYT)	> Nominations received from 22 member institutions  > Last date for sending nominations is 18-01-10  > Invitation letters will be sent on 15-01-10
<b>Secondment</b>			
Host	Participant	Date/Theme	Status
Hong Kong	W.M. Pak	10 <sup>th</sup> to 19 <sup>th</sup> Jan 2010  CCMS, Customized web-based software & inter-agency coordination techniques.	> Under implementation
Korea	Indonesia/Thailand	February 2010	> Program is being worked

		Effective use of IT in handling & processing of administrative complaints; working of online complaint plaza; successful use of ADR; investigation skills & awareness strategies.	out by the host
Malaysia	To be decided	February 2010  Innovative tools, methods & approaches for achieving Q management; customer satisfaction techniques; integrated mobile complaint centers for maximum rural coverage & civil society engagement.	>Program is being worked out by the host
Philippines	AJK	February 2010  Effective anti-corruption prevention techniques; tools to promote systemic improvements; effective investigative techniques & awareness dissemination.	>Program is being worked out by the host
W.M.Pak	Azerbaijan/Kyrgyz	February 2010  Process simplification/ standardization strategies; IT support for better management & Online MIS; innovative communications strategy including newsletter & use of web; civil society engagement & CRC scheme; innovative pro-poor approaches being implemented with the assistance of UNDP & UNICEF.	>Program is being worked out by the host

### Retreats

Tentative host	Participants	Tentative Date	Status
1. Indonesia	Korea - W.M.Pak Thailand - Sri Lanka Azerbaijan- Balochistan AJK - Malaysia Indonesia - Yemen Macao - Insurance	March-April	Program being worked out
2. Vietnam	Vietnam Japan Iran Punjab Philippines Sindh M.P.India HK China Kyrgyz F.T.O	March-April	Program being worked out

## **Web Development:**

The consultant delivered detailed demonstrations to President AOA on website features, recommendations, conversion of conventional resource center into Online Resource Center.

The President AOA approved the concept of enhanced dynamic website and gave Go Ahead.

Consultant completed the Content Management System, the primary infrastructure of dynamic website with interactive back end administration panel. The Administration Control Panel offers following functionalities.

<b>Feature</b>	<b>Status</b>
Section Manager	Completed
Category Manager	Completed
Article Manager	Completed
Menu Manager	Completed
Template Manager	Completed
Language Manager	Completed
User Manager	Completed
Module Manager	Completed
Plugin Manager	Completed
Frontpage Manager	Completed
Media Manager	Completed
Global Configuration	Completed
Various Components	Under Preparation
Discussion Portal	Configured

The Discussion Forum is being developed in the light of recommendations from President AOA.

A state of the art web server and online managed dedicated host space is being procured to run CMS based dynamic website and to share resources of Online Resource Center to all members.

## Knowledge Products

The RETA/Strengthening of Asian Ombudsman Association Project has envisaged getting five cross country studies and one Pakistan specific study done on various aspects of Ombudsman charter. The Study topics and proposed authors are:

1. Defining the role and concept of Ombudsman Institution in Asia - Author  
Professor Rajani Jha of Benars Hindu University, India
2. Independence of Ombudsman – Author Dr Mohammad Waseem, Professor  
of LUMS Pakistan
3. Role of Ombudsman in Improving and Maintaining Public Service Delivery  
with focus on decentralized and outsourced Public Service Delivery –  
Author Dr Alexander Brilliantes, Professor University of the Philippines
4. Measuring Ombudsman Performance – setting Performance Standards and  
Indicators – Author Mr. Andre Marin, Ombudsman of Ontario, Canada
5. Ombudsman and Stake Holders Engagement for Improved Public Service  
Delivery - Author Lecturer in Law, Department of Law, University of  
Sheffield UK
6. Role of Ombudsman in Improving Public Service Delivery in Pakistan –  
Author Dr. Tariq Husain, Managing Director EDC, Pakistan

The outlines have been developed.

All the formalities of commissioning cross country studies and Pakistan specific study have been met.

ADB has set the process to issue offers to these writers shortly.