

Knowledge Products

Cross Country Studies

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 Mr. Carlos Wing-Hung Lo, Professor, Department of Mangement and Marketing the Hong Kong Polytechnic University.
6. Role of Ombudsman in Improving Public Service Delivery in Pakistan - Author Dr. Tariq Husain, Managing Director EDC, Pakistan

The outlines have been developed and are placed under the same caption on this website All the formalities of commissioning cross country studies and Pakistan specific study have been met. The Notice to Proceed is being issued by ADB.