



The 12th Conference of **Asian Ombudsman Association**
 Tokyo - Shizuoka 2011
第12回 アジア・オンブズマン協会会議



<<5 December, 2011 in Tokyo >>

Opening Ceremony and Welcome Reception



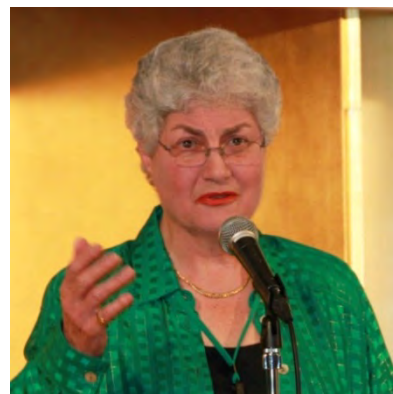
Mr. Ryo Shuhama
 Vice-Minister for Internal
 Affairs & Communications
 read a Welcome Address on
 behalf of Minister,
 Mr. Tatsuo Kawabata



Opening Address
 by Mr. Hideo Arai
 Ombudsman of Japan



Responsory Address by
 Ms. Conchita C. Morales
 Vice President of AOA/ Philippines



Congratulatory Address by
 Ms. Beverley A. Wakem
 President of IOI/ New Zealand
 IOI: International Ombudsman Institute



Mr. Javed Sadiq Malik
 Former President of AOA
 Pakistan



Dr. Wataru Omori
 Chairman of AGRPC
 Japan
 AGRPC: Administrative Grievance Resolution
 Promotion Council



Mr. Noboru Tani
 President of NFACA
 Japan
 NFACA: National Federation of Administrative
 Counselors' Associations

<<6 December, 2011 in Shizuoka >>

Opening of Shizuoka Session & Keynote Speech

Challenges for the Ombudsman in a Changing Socio-Economic Environment



Keynote Speeches were introduced by Mr. Susumu Kamimura, Deputy Ombudsman of Japan (left), and presented by Ms. B.A. Wakem, New Zealand (below left) and Ms. C.C.Morales, Philippines (right).



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Plenary Session 1

The Ombudsman's Cross-Generational Challenges Arising from a Changing Demographic Structure

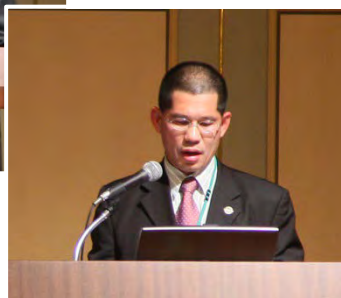


(left to right): Dr. Weng Wah Tam (Chair: Malaysia), Interpreter, Prof. Masahiro Horie (Japan), Dr. Gholamhossain Bolandian (Iran), Dr. Muhammad Shoaib Suddle (Pakistan)



Plenary Session 2

The Fundamental Right of Citizens Pertaining to Access to Information



(left to right): Ms. C.C. Morales (Chair: Philippines), Dr. Máté Szabó (Hungary), Mr. Justice Narendra Kishore Mehrotra (Uttar Pradesh, India), Mr. Man Chong Fong (Macao), Mr. Alan N. Lai (Hong Kong)

<<6 December, 2011 in Shizuoka>>

Japan Session

Administrative Counseling in the Great East Japan Earthquake



(left to right): Mr. N. Tani (Chair), Mr. Isao Sato (Administrative Counselor), Mr. Toru Sasaki (Staff of MIC)

Reception in Shizuoka



Dr. Heita Kawakatsu
Governor of Shizuoka Prefecture



Mr. Hiroyasu Kurihara
Mayor of Numazu City



Prof. Hiromitsu Kataoka
Chairman of the Japan Association
for Ombudsman Studies



<<7 December, 2011 in Shizuoka >>

Plenary Session 3

Improvement in the Advocacy and Outreach Strategy in Protecting the Vulnerable Segments of the Society



(left to right): Mr. A. N. Lai (Chair: Hong Kong), Mr. Lankanatha A. Tissa Ekanayake (Srilanka), Ms. C. C. Morales (Philippines), Ms. Youngran Kim (Korea)



Plenary Session 4

The Role of Ombudsman in Decentralization, Out Sourcing and Public Private Partnerships

(upper left to right): Ms. Y. Kim (Chair: Korea), Dr. Nagatomo Yamaoka (Japan), Prof. Cheselden George V. Carmona (Philippines), Mr. Danang Girindwardana (Indonesia)

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Plenary Session 5

Identifying People's Concerns from Daily Flow of Complaints and Contribute to Systemic Improvements



(left to right): Ms. Alice Tai (Chair: Hong Kong), Dr. W. W. Tam (Malaysia), Mrs. Panit Nitithanprapas (Thailand), Mr. Huawei Zhang (China)



(left to right): Mr. Nguyen Duc Hanh (Vietnam), Prof. Elmira Suleymanova (Azerbaijan), Mr. Tursunbek Akun (Kyrgyz)

Concluding Remarks



Mr. J. S. Malik (Pakistan)



Group photo of the Ombudsmen

<<8 December, 2011 in Shizuoka >>

The 12th AOA General Assembly & Closing Ceremony



(upper left to right): Mr. Khawaja M. Naeem, Executive Secretary of AOA Secretariat (Pakistan), Mr. A. N. Lai, Secretary of AOA (Hong Kong), Ms. C. C. Morales, Vice-President of AOA (Chair: Philippines)



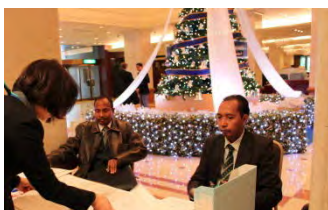
(right) Dr. G. Bolandian (Iran) made an address as the host of next AOA Conference



Newly elected Board of Directors



Conference Scene



Conference Scene



Mr. Tatsuo Kawabata, Minister for MIC welcomed the 13th Board of Directors Meeting at MIC Building on 5 December, 2011



Courtesy call to the Prime Minister's Office on 6 December, 2011: Board of Directors were welcomed by Mr. Hiroyuki Nagahama, Deputy Chief Cabinet Secretary



Conference Scene



Spouse Program:
Cultural experience at
Numazu Villa Park of the
Imperial Families



'Early Morning'
Fish Market Tour
to Numazu Port



Spouse Program : Tour to
Tokaido Hiroshige Art
Museum (left)& Kuno-zan
Toshogu Shrine (right)



Farewell to Numazu Riverside
Hotel and its Staff

