

# Program and Delegates

# Conference Program

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## 【Day One】 Monday, 5 December 2011 Tokyo

Time	Program	Venue
10:30-15:00	Board of Directors Meeting	No2 Government Bldg.(MIC),Tokyo
17:00-17:50	International Ombudsman Institute Asian Regional Meeting	Keio Plaza Hotel, Tokyo
18:00-19:00	Registration	
18:40-19:20	Board of Directors Meeting	
19:20-20:40	<p>Opening Ceremony</p> <ul style="list-style-type: none"> <li>◆ Opening Address : Mr. Hideo Arai, MIC, Japan</li> <li>◆ Welcome Address : Mr. Tatsuo Kawabata, Minister for Internal Affairs and Communications, Japan (Read by Mr. Ryo Shuhama, Vice-Minister for Internal Affairs and Communications)</li> <li>◆ Responsory Address : Ms. Conchita Carpio Morales, Philippines</li> <li>◆ Congratulatory Address : Ms. Beverley A. Wakem, New Zealand</li> </ul> <p>Welcome Reception Hosted by Minister for Internal Affairs and Communications</p>	

**【Day Two】 Tuesday, 6 December 2011 Tokyo-Shizuoka**

Time	Program	Venue
8:55- 9:10	Courtesy call to the Prime Minister's Office	the Prime Minister's Office
11:00-12:00	Move from Tokyo to Numazu, Shizuoka	—
12:00-13:30	Lunch	Riverside Hotel
14:00-14:40	Opening of Shizuoka Session & Keynote Speech <u>Main Theme</u> ～Challenges for the Ombudsman in a Changing Socio-Economic Environment～ ◆ Chairperson : Mr. Susumu Kamimura, Japan ◆ Keynote Speech : ○ Ms. Conchita Carpio Morales, Philippines ○ Ms. Beverley A. Wakem, New Zealand	Numazu, Shizuoka
14:50-15:50	Plenary Session 1 <u>Sub Theme</u> ～The Ombudsman's Cross-Generational Challenges Arising from a Changing Demographic Structure～ ◆ Chairperson : Dr. Weng Wah Tam, Malaysia ◆ Speaker : ○ Dr. Muhammad Shoaib Suddle, Pakistan ○ Dr. Gholamhossain Bolandian, Iran ○ Prof. Masahiro Horie, Japan	
15:50-16:15	Coffee/Tea Break	
16:15-17:10	Plenary Session 2 <u>Sub Theme</u> ～The Fundamental Right of Citizens Pertaining to Access to Information～ ◆ Chairperson : Ms. Conchita Carpio Morales, Philippines ◆ Speaker : ○ Mr. Alan N. Lai, Hong Kong ○ Mr. Man Chong Fong, Macao ○ Mr. Justice Narendra Kishore Mehrotra, India ○ Dr. Máté Szabó, Hungary	

**【Day Two】 Tuesday, 6 December 2011 Shizuoka**

Time	Program	Venue
17:20-17:55	Japan Session <b>Theme</b> ～Administrative Counseling in the Great East Japan Earthquake～ ◆ Panelist : ○ Mr. Noboru Tani, Japan ○ Mr. Isao Sato, Japan ○ Mr. Toru Sasaki, Japan	Riverside Hotel Numazu, Shizuoka
19:00-20:45	Reception in Shizuoka	

[Program for Spouse] 14:20-17:20 at Numazu Villa Park of Imperial Families

**【Shizuoka Prefecture & Numazu City】**

Shizuoka Prefecture is located approximately in the center of Japan on the Pacific Coast and is easy access from both east and west parts of Japan. There are rich natural surroundings such as beaches, mountains, and lakes. You can eat fresh fish and enjoy many activities including golf, fishing, sea bathing, and climbing Mt. Fuji. Numazu city is situated in eastern Shizuoka Prefecture. The city is embraced clam Suruga Bay to the south and great Mt. Fuji to the north.



For the spouse program, the half day Japanese cultural experience tour was organized by the people of Numazu. On Wednesday the tour to Ukiyoe Museum and Toshogu Shrine told the participants about long history of Shizuoka.

**【Day Three】 Wednesday, 7 December 2011 Shizuoka**

Time	Program	Venue
5:45-7:30	Fish Market Tour	Numazu Fish Market
9:30-10:20	<p>Plenary Session 3</p> <p><b>Sub Theme</b></p> <p>～Improvement in the Advocacy and Outreach Strategy in Protecting the Vulnerable Segments of the Society～</p> <p>◆ Chairperson : Mr. Alan N. Lai, Hong Kong</p> <p>◆ Speaker :</p> <ul style="list-style-type: none"> <li>○ Ms. Youngran Kim, Korea</li> <li>○ Ms. Conchita Carpio Morales, Philippines</li> <li>○ Mr. L. A. Tissa Ekanayake, Sri Lanka</li> </ul>	Riverside Hotel Numazu, Shizuoka
10:20-10:40	Coffee/Tea Break	
10:40-12:05	<p>Plenary Session 4</p> <p><b>Sub Theme</b></p> <p>～The Role of Ombudsman in Decentralization, Out Sourcing and Public Private Partnerships～</p> <p>◆ Chairperson : Ms. Youngran Kim, Korea</p> <p>◆ Speaker :</p> <ul style="list-style-type: none"> <li>○ Mr. Danang Girindrawardana, Indonesia</li> <li>○ Prof. Cheselden George Vida Carmona, Philippines</li> <li>○ Dr. Nagatomo Yamaoka, Japan</li> </ul>	
12:10-13:30	Lunch Hosted by President, the National Federation of Administrative Counselors' Associations	

[Program for Spouse] 9:10-17:00 Tokaido Hiroshige Art Museum, Kuno-zan Toshogu Shrine etc.

**【Day Three】 Wednesday, 7 December 2011 Shizuoka**

Time	Program	Venue
14:00-16:20	<p>Plenary Session 5</p> <p><b>Sub Theme</b></p> <p>～Identifying People's Concerns from Daily Flow of Complaints and Contribute to Systemic Improvements～</p> <p>◆ Chairperson : Ms. Alice Tai, Honorable Member &amp; Former Secretary, AOA/ Former Ombudsman, Hong Kong</p> <p>◆ Speech : ○ Mr. Huawei Zhang, China ○ Mrs. Panit Nitithanprapas, Thailand ○ Dr. Weng Wah Tam, Malaysia ○ Mr. Nguyen Duc Hanh, Vietnam ○ Prof. Elmira Suleymanova, Azerbaijan ○ Mr. Tursunbek Akun, Kyrgyz</p> <p>(15:00-15:20 Coffee/Tea Break)</p>	Riverside Hotel Numazu, Shizuoka
16:25-16:45	<p>Concluding Remarks</p> <p>Mr. Javed Sadiq Malik, Honorable Member &amp; Former President, AOA/ Former Federal Ombudsman, Pakistan</p>	
18:30-20:50	Dinner	Sanyo-so Izunokuni, Shizuoka

**【Day Four】 Thursday, 8 December 2011 Shizuoka-Tokyo**

Time	Program	Venue
5:45-7:30	Fish Market Tour	Numazu Fish Market
9:00-10:30	General Assembly of the AOA  Closing Ceremony ◆ Address : ○ Mr. Hideo Arai, Japan ○ Dr. Gholamhossain Bolandian, Iran Host country of the next AOA Conference	Riverside Hotel Numazu, Shizuoka
10:30-11:00	Newly Elected Board of Directors Meeting	
12:30-13:30	Lunch	Gotemba Kogen Hotel, Shizuoka
13:45-17:30	Excursion (Social Program) • Higashi-Fuji Technical Center of Toyota Motor Corporation • Kanto Auto Works, Ltd.	—
17:30-19:00	Move from Shizuoka to Tokyo	—

**【Excursion to Toyota Higashi-Fuji Technical Center and Kanto Auto Works】**

Toyota Motor Corporation is a multinational automobile maker in Japan. It employs about 317,000 people, and has a lot of branches and factories worldwide. Toyota views the realization of a society that places utmost importance on traffic safety and mobility as one of its top management priorities and holds it to its core guiding principle of



supplying safe products. Higashi-Fuji Technical Center makes researches safety technology to live its idea. There are various safety technologies such as the driving simulator, the collision test center and so on.

Kanto Auto Works, Ltd. has been established partnership with Toyota Motor Corporation. It assembles bodies for various vehicles.

# List of Delegates

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## ○ Full Members and Associate Members of AOA

### ***AZERBAIJAN***

Name	Title
Prof. Elmira Suleymanova	Commissioner for Human Rights

### ***CHINA***

Mr. Huawei Zhang	Commissioner (Vice Ministerial Level), Ministry of Supervision
Mr. Aijun Ren	Deputy Director-General, Inspection Touring Office, Ministry of Supervision
Ms. Jianping Liu	Division Director, Government Integrity Research Center, Ministry of Supervision
Mr. Weiguo Sun	Division Director, Inspection Touring Office, Ministry of Supervision
Ms. Nan Wang	Project Officer, Foreign Affairs Department, Ministry of Supervision

### ***HONG KONG***

Mr. Alan N. Lai	Ombudsman
Mr. Tony Ma	Assistant Ombudsman
Mr. Bruce Leung	Chief Investigation Officer, Office of the Ombudsman
Ms. Kathleen Chan	Senior Manager, Office of the Ombudsman



## List of Delegates

### ***INDIA, Uttar Pradesh***

Mr. Justice Narendra Kishore Mehrotra	Provincial Ombudsman (Lokayukta), Uttar Pradesh
Mrs. Manju Mehrotra	(accompanying person)

### ***INDONESIA***

Mr. Danang Girindrawardana	Chief Ombudsman
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### ***IRAN***

Dr. Gholamhossain Bolandian	Deputy for Planning and Resource Management, General Inspection Organization
Mr. Mansour Aghamohammadi	Official, General Inspection Organization
Mr. Manouchehr Khani	Official, General Inspection Organization

### ***KOREA***

Ms. Youngran Kim	Chairperson, Anti-Corruption & Civil Rights Commission
Mr. Hoyoon Hwang	Director, Anti-Corruption & Civil Rights Commission
Mr. Woochul Lee	Deputy Director, Anti-Corruption & Civil Rights Commission
Ms. Dahee Chung	Staff, Anti-Corruption & Civil Rights Commission

### ***KYRGYZ***

Mr. Tursunbek Akun	Ombudsman (Akyikatchy)
Mr. Temirbaev Ertur	Head Specialist of International Department, Office of the Akyikatchy(Ombudsman)
Mrs. Zhapar Kyzy Gulmira	(accompanying person)

### ***MACAO***

Mr. Man Chong Fong	Commissioner, Commission Against Corruption
Mr. Kun Hong Kuan	Deputy Commissioner, Commission Against Corruption
Mr. Vai Keong Sam	Chief of Cabinet of the Commissioner, Commission Against Corruption
Mr. Pak Ian Fong	Advisor, Commission Against Corruption
Mr. Luís Manuel Rolo	Legal Advisor, Commission Against Corruption

### ***MALAYSIA***

Dr. Weng Wah Tam	Director-General, Public Complaints Bureau
Ms. Rowenna Lantung Entang	Official, Public Complaints Bureau
Ms. Bernadette A. Tam	(accompanying person)

### ***PAKISTAN, Federal***

Mr. Khawaja Muhammad Naeem	Executive Secretary, Asian Ombudsman Association/ Wafaqi Mohtasib(Ombudsman)'s Secretariat
Mr. Abdur Rauf Khan	Administrator, Asian Ombudsman Association/ Wafaqi Mohtasib(Ombudsman)'s Secretariat
Mrs. Roohi Fatima	(accompanying person)

### ***PAKISTAN, Federal Insurance***

Mr. Azhar Ali Farooqi	Federal Insurance Ombudsman,
Mrs. Samina Azhar	(accompanying person)

### ***PAKISTAN, Sindh***

Mr. Nazir Ahmed Qidwai	Regional Director, Office of the Ombudsman of Sindh
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***PAKISTAN, Federal Tax***

Dr. Muhammad Shoaib Suddle	Federal Tax Ombudsman
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***PHILIPPINES***

Ms. Conchita Carpio Morales	Ombudsman
Ms. Leilanie Bernadette Cruz Cabras	Assistant Ombudsman

***SRI LANKA***

Mr. Lankanatha Ashanka Tissa Ekanayake	Parliamentary Commissioner for Administration
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***THAILAND***

Mrs. Panit Nitithanprapas	Chief Ombudsman
Prof. Siracha Charoenpanij	Ombudsman
Mr. Chalernsak Chantaratim	Secretary-General, Office of the Ombudsman
Mr. Raksagecha Chaechai	Director of the Ombudsman Studies Centre and Acting Deputy Secretary-General, Office of the Ombudsman
Ms. Wannaporn Namsatian	Official, Office of the Ombudsman
Mrs. Arunsri Charoenpanij	(accompanying person)

***VIETNAM***

Mr. Nguyen Duc Hanh	Deputy Inspector General, Government Inspectorate
Mr. Nguyen Duc Hai	Deputy Director, Government Inspectorate
Ms. Nguyen Thu Trang	Inspector, Department for International Cooperation, Government Inspectorate

## ○ Honorable Member of AOA

Mr. Javed Sadiq Malik	Former President, Asian Ombudsman Association/ Former Federal Ombudsman, Pakistan
Ms. Alice Tai	Former Secretary, Asian Ombudsman Association/ Former Ombudsman, Hong Kong

## ○ Observer

### ***EAST TIMOR***

Dr. Sebastiao Dias Ximenes	Provedor (Ombudsman), Provedoria for Human Rights and Justice
Mr. Rui Pereira dos Santos	Deputy Provedor, Provedoria for Human Rights and Justice
Mr. Ambrosio Graciano Soares	Official, Provedoria for Human Rights and Justice

### ***HUNGARY***

Dr. Máté Szabó	Parliamentary Commissioner for Civil Rights
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### ***NEW ZEALAND***

Ms. Beverley A. Wakem	President, International Ombudsman Institute/ Chief Ombudsman
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### ***PHILIPPINES***

Dr. Cheselden George Vida Carmona	Professor, Ateneo De Manila University
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### ***TURKEY***

Mr. Feridun Onsav	Ombudsman
Mr. Zeki Gursel	Director, Office of the Ombudsman

## ○ JAPAN (Host Country)

### ***Speaker***

Prof. Masahiro Horie	Vice President and Professor, National Graduate Institute for Policy Studies/ Former Vice-Minister for Policy Coordination, MIC
Dr. Nagatomo Yamaoka	Emeritus Professor, Nihon University/ Administrative Counselor

### ***Guest***

Dr. Heita Kawakatsu	Governor, Shizuoka Prefecture
Mr. Hiroyasu Kurihara	Mayor, Numazu City
Dr. Hiromitsu Kataoka	Chairman of the Japan Association for Ombudsman Studies/ Emeritus Professor, Waseda University

### ***The Administrative Grievance Resolution Promotion Council***

Dr. Wataru Omori	Chairman, the Administrative Grievance Resolution Promotion Council/Emeritus Professor, Tokyo University
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### ***Administrative Counselor***

Mr. Noboru Tani	President, The National Federation of Administrative Counselors' Associations
Mr. Isao Sato	Administrative Counselor (Iwate Prefecture)

### ***Administrative Evaluation Bureau, MIC***

Mr. Hideo Arai	Director-General, Administrative Evaluation Bureau, MIC
Mr. Susumu Kamimura	Deputy Director-General, Administrative Evaluation Bureau, MIC
Mr. Suguru Shiraiwa	Director, Administrative Counseling Division, Administrative Evaluation Bureau, MIC